



Occupational Outlook:

EAST BAY

**ALAMEDA AND
CONTRA COSTA COUNTIES**

2003 - 2004

Occupational Outlook: EAST BAY

Alameda and Contra Costa Counties, 2003-2004

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178	Starr King School for the Ministry	Berkeley	Alameda	Private
178	Tax School, The	Newark	Alameda	Private
179	Testing for the Public	Berkeley	Alameda	Private
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188	Western Career College	Pleasant Hill & San Leandro	Contra Costa & Alameda	Private
188	Western College of Travel Careers	Walnut Creek	Contra Costa	Private
189	Western Institute for Social Research	Berkeley	Alameda	Private
189	Western Truck School	Union City	Alameda	Private
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192	Occupation-Training Index

Introduction

Welcome to the 2003-2004 Occupational Outlook Report for the East Bay Counties (Alameda and Contra Costa).

This publication includes 40 comprehensive occupational profiles, based largely on surveys with local employers. The 40 occupations selected for study represent a wide range of jobs and industries. Each occupation profile is packed with useful information, including hiring requirements, wages, employment statistics, and a job market assessment. See the Table of Contents for an alphabetical listing of the occupations studied and profiled in this directory. See the Methodology section that begins on page 85 for a helpful overview of the program and survey methods used to develop the occupational information in this directory.

Another feature of this publication is the “Top 100 Occupations in the East Bay” which starts on page 93. Though not as comprehensive as the occupation profiles, this list includes the occupations with the best growth projections, and includes – for each occupation – the typical education level, employment size, growth rate forecast, and wage/earnings information for comparison purposes.

This publication also includes a comprehensive “Training Directory” which starts on page 99. This directory is designed to be used as a first-reference resource to help you find out what providers offer certain services and programs designed to prepare individuals for new jobs and new careers. The directory includes all types of public and private training providers, including adult education schools, apprenticeship programs, community colleges, private schools and colleges, regional occupational programs, and public universities. With the exception of the apprenticeship programs, the training directory is organized alphabetically by provider name. Apprenticeship programs are listed in their own section at the front of the training directory. See the Table of Contents for page numbers and training provider locations (city and county).

There is also an “Occupation-Training Index” in the back of the directory that starts on page 192. The index lists the 40 occupations profiled in this publication and indicates the training providers that have related programs.

Please note that the organizations responsible for the production of this publication do not necessarily endorse or recommend any particular training providers or programs.

How can you get a copy (or more copies) of this book?

Please contact the EASTBAY Works partner agency in your area, or call the Workforce Development Board of Contra Costa County office at 925-646-5239.

Who should you talk to if you have technical questions?

Call the Workforce Development Board of Contra Costa County at 925-646-5239. You may also want to read the Methodology section that begins on page 85.

Is this directory on the Internet?

Yes, there is a “pdf” version of this publication that you can download from the Internet and have on your computer(s). See the Workforce Development Board of Contra Costa County website at: <http://www.wdbccc.com>

Where can you find out about this type of publication in other labor market areas?

Contact the EDD Labor Market Information Division at 916-262-2353 or visit their website at: <http://www.calmis.cahwnet.gov/htmlfile/ccois/intro.htm>

Occupational Profiles

Amusement and Recreation Attendants

Includes Cart and Front Desk Attendants.

Description

Perform variety of attending duties at amusement or recreation facility. May schedule use of recreation facilities, maintain and provide equipment to participants of sporting events or recreational pursuits, or operate amusement concessions and rides (SOC 39-3091).

Wages

	Range
New Hires/Inexp'd:	\$6.75 - \$7.50/hr (Median: \$7.00/hr)
New Hires/Exp'd:	\$6.75 - \$8.75/hr (Median: \$7.38/hr)
Exp'd/After 3 Years:	\$6.75 - \$11.50/hr (Median: \$8.78/hr)

Most employers may provide free memberships or employee discounts. Some employees may also receive tips.

Hours

Almost all jobs are part-time or temporary/on-call, ranging from 8-27 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■	■■■	□
Dental Ins	■■	■■■	□
Vision Ins	—	■■■	□
Life Ins	■■■	—	□
Sick Leave	■■■■■	—	□
Vacation	■■■■■	—	□
Retirement	—	■■■	□
Child Care	■	—	—
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Note: The above benefit information reflects only 11 of the 18 employers surveyed (i.e., those with full-time employees in this occupation). Few employers provide benefits to their part-time employees.

Training, Experience, and Other Requirements

Education: Almost all employers are willing to accept less than a high school level education for job entry.

Experience: Almost all employers do not require prior experience.

Training: Some employers report that word processing skills are important. A few also report that database skills are important. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is not difficult to find applicants who meet their hiring standards. This indicates a **very competitive outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%). This turnover rate does not include temporary or on-call employment.

Size of Occupation

Medium. There are approximately 560 - 680 Amusement and Recreation Attendants currently employed in Contra Costa County. Local surveys indicate about 25% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2008. About 25-35 job openings are projected per year due to a net increase in occupation size. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Amusement and Recreation Attendants is expected to grow faster than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Amusement and Theme Parks; Golf Courses and Country Clubs; Fitness and Recreational Sports Centers; Recreational Goods Rentals; Sports and Recreation Instruction; City and County Parks and Recreation Departments. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Most also fill openings by hiring walk-in applicants. Some recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from schools and colleges.

Career Advancement: Promotions may lead to supervisory or management positions. Interpersonal and computer skills may be important for career advancement.

Important Skills/Work Activities

- answer customer or public inquiries
- assist individuals into or out of vehicles, boats, aircraft, or rides
- assist patrons at entertainment events
- calculate monetary exchange
- clean equipment or machinery

- clean rooms or work areas
- collect payment
- demonstrate goods or services
- demonstrate or explain assembly or use of equipment
- describe points of interest to tour group
- escort group on city or establishment tours
- explain rules, policies or regulations
- feed or water animals
- groom animals
- handle animals
- handle boat or ship tie-off lines
- inspect equipment or vehicles for cleanliness or damage
- issue supplies, materials, or equipment
- lead recreational activities
- maintain production or work records
- oversee work progress to verify safety or conformance to standards
- page or announce information to patrons, passengers or others
- provide customer service
- provide directions or other information to visitors
- provide information about facilities
- receive customer orders
- recognize customer intoxication
- schedule guest recreational activities
- sell merchandise
- serve food or beverages
- service vehicle with water, fuel, or oil
- stock or organize goods
- use cash registers
- use knowledge of food handling rules
- use oral or written communication techniques
- verify ticket or pass

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Bartenders

Description

Mix and serve drinks to patrons, directly or through waitstaff (SOC 35-3011).

Wages

	Range
New Hires/Inexp'd:	\$6.75 - \$8.00/hr (Median: \$7.50/hr)
New Hires/Exp'd:	\$6.75 - \$12.00/hr (Median: \$8.00/hr)
Exp'd/After 3 Years:	\$6.75 - \$12.00/hr (Median: \$9.50/hr)

Almost all employees may also receive tips.

Hours

Some jobs are 18-30 hours per week. Some jobs are temporary/on-call or seasonal, ranging from 15-20 hours per week. Some other jobs are 30-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	—	■■■	□
Dental Ins	—	—	—
Vision Ins	—	—	□
Life Ins	■■■	—	□
Sick Leave	■■■	□	□
Vacation	■■■	—	□
Retirement	■■■	—	□
Child Care	□	□	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Note: The above benefit information reflects only 7 of the 15 employers surveyed (i.e., those with full-time employees in this occupation). Few employers provide benefits to their part-time employees.

Training, Experience, and Other Requirements

Education: Many employers require a high school diploma or equivalent for job entry. Many other employers are willing to accept less than a high school level education.

Experience: Most employers require or prefer 3-12 months of prior experience. Many other employers do not require prior experience.

Training: Bartenders must usually be at least 21 years of age, but employers prefer to hire people who are 25 or older. Employers often provide on-the-job training for this occupation, however some Bartenders acquire their skills by attending a bartending or vocational/technical school. Such programs include instruction on State and local laws and regulations, cocktail recipes, attire and conduct, and stocking a bar.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%). This turnover rate does not include temporary or on-call employment.

Size of Occupation

Large. There are approximately 2,570 – 3,140 Bartenders currently employed in Alameda County. Local surveys indicate about 35% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. About 35-40 job openings are projected per year due to a net increase in occupation size. About 105-125 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Bartenders is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Drinking Places (alcoholic beverages); Full-Service Restaurants (with bars). Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals. Many fill openings by hiring walk-in applicants and/or through in-house promotion or transfer. Some recruit applicants through internet job listings. Some also recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from schools and training programs.

Career Advancement: Promotions may lead to supervisory or management positions. Customer service skills may be important for career advancement.

Important Skills/Work Activities

- assist patrons to make wine selection
- calculate monetary exchange
- check ID to ensure minimum age requirement is met
- clean rooms or work areas
- collect payment
- mix drinks or flavors for mixed drinks
- order or purchase supplies, materials, or equipment
- prepare appetizers, salads, or cold dishes
- provide customer service
- purchase food or beverages
- recognize customer intoxication
- requisition stock, materials, supplies or equipment
- serve food or beverages
- understand government alcoholic beverage service regulations
- understand government health, hotel or food service regulations
- use cash registers
- use knowledge of food handling rules
- use oral or written communication techniques
- wash dishes, glassware, or related utensils

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2003: 15 employers surveyed representing 131 employees in this occupation.

Carpenters

Description

Construct, erect, install, or repair structures and fixtures made of wood, such as concrete forms; building frameworks, including partitions, joists, studding, and rafters; wood stairways, window and door frames, and hardwood floors. May also install cabinets, siding, drywall and batt or roll insulation. Includes brattice builders who build doors or brattices (ventilation walls or partitions) in underground passageways to control the proper circulation of air through the passageways and to the working places (SOC 47-2031).

Wages

Non-Union

Range

New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$15.00 - \$25.00/hr (Median: \$19.00/hr)
Exp'd/After 3 Years:	\$18.00 - \$35.00/hr (Median: \$25.00/hr)

Union

Range

New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$18.00 - \$30.00/hr (Median: \$19.42/hr)
Exp'd/After 3 Years:	\$23.05 - \$35.00/hr (Median: \$28.91/hr)

Hours

Almost all jobs are 38-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■	—
Dental Ins	■■■	■■	—
Vision Ins	■■	—	□
Life Ins	■■	—	—
Sick Leave	■■	—	□
Vacation	■■■	—	□
Retirement	—	■■■	—
Child Care	□	□	—
■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as general building or specialty contractors; contact the Contractors State License Board at 800-321-2752 for licensing information.

Education: Many employers are willing to accept less than a high school level education for job entry. Many other employers require a high school diploma or equivalent.

Experience: Almost all employers require or prefer 1-5 years of prior experience.

Training: On the job, apprentices learn elementary structural design and how to do common carpentry jobs, such as layout, form building, framing, and finishing. They also learn to use the tools and equipment of the trade. Classroom instruction includes safety, first aid, blueprint reading, freehand sketching, basic math, and different carpentry techniques. Apprenticeship training takes about 4 years to complete and to achieve journey-level status. Specialty areas include framing, finishing, and remodeling.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Very large. There are approximately 11,375 – 13,905 Carpenters currently employed in Alameda and Contra Costa Counties. Local surveys indicate less than 5% are female. Most jobs are union.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2008. About 285-350 job openings are projected per year due to a net increase in occupation size. About 195-240 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Carpenters is expected to grow slower than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: General Contractors (commercial and residential construction). Nationally, about 27% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Many recruit applicants through newspaper advertisements. Some fill openings by hiring walk-in applicants, union referrals, and/or through in-house promotion or transfer. Some also recruit applicants through internet job listings.

Career Advancement: Promotions may lead to supervisory positions, including Foreman. Communication and interpersonal skills may be important for career advancement.

Important Skills/Work Activities

- anchor or brace wooden structures, frameworks, or forms
- apply adhesives, caulking, sealants, or coatings
- attach moisture barrier sheeting over construction surfaces

- build or install cabinets or related interior wood fixtures
- build or repair structures in construction, repair, or manufacturing setting
- climb ladders, scaffolding, or utility or telephone poles
- construct, erect, or repair wooden frameworks or structures
- cut, shape, fit, or join wood or other construction materials
- determine project methods and procedures
- direct and coordinate activities of workers or staff
- finish or refinish floor, furniture, or related wood surfaces
- inspect premises or structure for evidence of deterioration or damage
- install doors, wood floors, window frames, trim, or stairs
- install drywall, plasterboard, or wallboard
- install locks, hinges, or related finish hardware
- install prefabricated building components, siding or sheeting
- install sub flooring, rough framing, or partitions
- install wall or ceiling shock-absorbing paneling or acoustical tiles
- operate woodworking equipment/machinery
- paint walls or other structural surfaces
- prepare building surfaces for paint, finishes, wallpaper, or adhesives
- read blueprints and specifications
- read tape measure and technical drawings
- recognize wood species characteristics
- repair cracks, defects, or damage in installed building materials
- repair prefabricated wooden building components
- understand construction specifications
- use building materials for routine building maintenance
- use building or land use regulations
- use hand or power tools
- use hazardous materials information
- use measuring devices in construction or extraction work

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Cashiers

Includes Grocery Clerks.

Description

Receive and disburse money in establishments other than financial institutions. Usually involves use of electronic scanners, cash registers, or related equipment. Often involved in processing credit or debit card transactions and validating checks (SOC 41-2011).

Wages

Non-Union

Range

New Hires/Inexp'd:	\$6.75 - \$9.00/hr (Median: \$7.38/hr)
New Hires/Exp'd:	\$7.25 - \$10.66/hr (Median: \$8.00/hr)
Exp'd/After 3 Years:	\$8.25 - \$14.05/hr (Median: \$10.00/hr)

Union

Range

New Hires/Inexp'd:	\$9.45 - \$9.45/hr (Median: \$9.45/hr)
New Hires/Exp'd:	\$9.45 - \$12.88/hr (Median: \$9.45/hr)
Exp'd/After 3 Years:	\$19.08 - \$19.08/hr (Median: \$19.08/hr)

A few employers may also provide bonuses.

Hours

Most jobs are 12-28 hours per week. Some jobs are 35-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■	□
Dental Ins	■■	■■	—
Vision Ins	—	■■	—
Life Ins	■■	□	□
Sick Leave	■■■	□	□
Vacation	■■■■	□	□
Retirement	—	—	—
Child Care	□	□	—
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: Many employers provide a vacation. Some also provide medical insurance, dental insurance, vision insurance, and sick leave. Some employers share the cost of medical insurance.			

Training, Experience, and Other Requirements

Education: Many employers are willing to accept less than a high school level education for job entry. Many other employers require a high school diploma or equivalent.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is not difficult to find applicants who meet their hiring standards. This indicates a **very competitive outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%). This turnover rate does not include temporary or on-call employment.

Size of Occupation

Very large. There are approximately 23,945 – 29,265 Cashiers currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 50% are female. Most jobs are union.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2008. About 480-585 job openings are projected per year due to a net increase in occupation size. About 1,175-1,435 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Cashiers is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Gasoline Stations with Convenience Stores; Convenience Stores; Warehouse Clubs and Superstores; Supermarkets and Grocery Stores; Eating Places (various); Retailers. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals and/or walk-in applicants. Many also recruit applicants through newspaper advertisements. Some fill openings by hiring school/program referrals, through in-house promotion or transfer, and/or through word of mouth.

Career Advancement: Promotions may lead to supervisory or management positions. Interpersonal, organization, and leadership skills may be important for career advancement.

Important Skills/Work Activities

- answer customer or public inquiries
- assign work to staff or employees
- authorize credit charges
- balance cash register
- calculate monetary exchange
- compute financial data
- fill money changers in vending machines
- greet customers, guests, visitors, or passengers
- maintain records, reports, or files
- measure, weigh, or count products or materials
- monitor currency, coin, or checks in cash drawer
- monitor operations to verify conformance to standards
- operate business machines
- operate scanner
- prepare bank deposits
- price merchandise
- process returned merchandise
- provide customer service
- receive or disburse cash related to payments
- received
- resolve customer or public complaints
- sell products or services
- stock or organize goods
- use cash registers
- use computers to enter, access or retrieve data
- wrap products

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Cement Masons and Concrete Finishers

Description

Smooth and finish surfaces of poured concrete, such as floors, walks, sidewalks, roads, or curbs using a variety of hand and power tools. Align forms for sidewalks, curbs, or gutters; patch voids; use saws to cut expansion joints (SOC 47-2051).

Wages

Non-Union

Range

New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$10.00 - \$25.00/hr (Median: \$15.00/hr)
Exp'd/After 3 Years:	\$14.00 - \$28.00/hr (Median: \$22.00/hr)

Union

Range

New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$15.00 - \$32.00/hr (Median: \$22.50/hr)
Exp'd/After 3 Years:	\$22.00 - \$34.00/hr (Median: \$26.00/hr)

Hours

Almost all jobs are 35-60 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■	□
Dental Ins	■■■	■■	□
Vision Ins	■■	■■	□
Life Ins	■■	■■	□
Sick Leave	■■■	□	□
Vacation	■■■	—	□
Retirement	■■	■■	□
Child Care	□	□	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as contractors; contact the Contractors State License Board at 916-255-3900 for licensing information.

Education: Most employers are willing to accept less than a high school level education for job entry. Some other employers require a high school diploma or equivalent.

Experience: Almost all employers require 6-48 months of prior experience. Some are willing to accept training as a substitute for experience.

Training: Some employers require 36 months of apprenticeship training. Cement Masons and Concrete Finishers either learn their trades through on-the-job training as helpers, or through 3-year apprenticeship programs. Many first gain experience as Construction Laborers. When hiring Helpers and Apprentices, employers prefer high school graduates who are at least 18 years old and in good physical condition, and who have a driver's license. The ability to get along with others is also important because Cement Masons frequently work in teams.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Small. There are approximately 1,045 – 1,280 Cement Masons and Concrete Finishers currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 5% are female. Most jobs are union.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2008. About 20-25 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Cement Masons and Concrete Finishers is expected to grow slower than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Concrete Contractors. Nationally, about 5% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Most also fill openings by hiring walk-in applicants. Many fill openings by hiring union referrals. Some recruit applicants through newspaper advertisements.

Career Advancement: Promotions may lead to foreman positions.

Important Skills/Work Activities

- adhere to safety procedures
- apply adhesives, caulking, sealants, or coatings
- apply cleaning solvents
- apply grouting or other masonry adhesives
- apply plaster, stucco or related material
- build or repair masonry structures, including kilns or furnaces

- build or repair structures in construction, repair, or manufacturing setting
- climb ladders, scaffolding, or utility or telephone poles
- construct molds
- cut or shape stone, tile, brick, or related material
- erect scaffold
- fabricate, assemble, or disassemble manufactured products by hand
- finish concrete surfaces
- install prefabricated building components
- mix mortar, grout, slurry, concrete, or related masonry material
- mix paint, ingredients, or chemicals, according to specifications
- move or fit heavy objects
- operate jackhammer
- operate power construction equipment
- perform safety inspections in construction or resource extraction setting
- prepare site or surfaces for concrete or masonry work
- read blueprints
- read tape measure
- read technical drawings
- repair or replace damaged bricks, tile, or related masonry
- use hand or power tools
- use measuring devices in construction or extraction work
- use surfacing machine to polish terrazzo or concrete

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Civil Engineers

Also known as Associate Engineers.

Description

Perform engineering duties in planning, designing, and overseeing construction and maintenance of building structures, and facilities, such as roads, railroads, airports, bridges, harbors, channels, dams, irrigation projects, pipelines, power plants, water and sewage systems, and waste disposal units. Includes architectural, structural, traffic, ocean, and geo-technical engineers (SOC 17-2051).

Wages

Non-Union

Range

New Hires/Inexp'd: \$16.16 - \$22.05/hr
(Median: \$19.66/hr)

New Hires/Exp'd: \$15.34 - \$31.00/hr
(Median: \$23.49/hr)

Exp'd/After 3 Years: \$19.18 - \$36.00/hr
(Median: \$28.42/hr)

Union

Range

New Hires/Inexp'd: Insufficient Data

New Hires/Exp'd: \$22.21 - \$33.72/hr
(Median: \$28.97/hr)

Exp'd/After 3 Years: \$22.21 - \$37.18/hr
(Median: \$27.46/hr)

Some employers may also provide bonuses.

Hours

Almost all jobs are 37-50 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■■■	□
Dental Ins	■■■	■■■	□
Vision Ins	■■	■■■	□
Life Ins	■■■	■■■	□
Sick Leave	■■■■■	—	□
Vacation	■■■■■	—	□
Retirement	■■	■■■	—
Child Care	□	□	—
■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

License: Required for all consulting civil engineers and those responsible for approving plans, specifications, and reports; contact the State Board of Professional Engineers and Land Surveyors at 916-263-2222 for licensing information.

Education: Almost all employers require a bachelor degree for job entry.

Experience: Almost all employers require or prefer 1-5 years of prior experience.

Training: Almost all employers report that spreadsheet software skills are important. Most also report that CAD/AutoCAD and word processing skills are important. Many report that database skills are important. Employers may require registration as a Civil Engineer in order to advance to a specific level such as an Associate Civil Engineer. Registration requires passing two exams and from 1-6 years of civil engineering work experience.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Large. There are approximately 3,995 – 4,885 Civil Engineers currently employed in Alameda County. Local surveys indicate about 25% are female. Some jobs are union.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. Less than 10 job openings are projected per year due to a net increase in occupation size. About 55-70 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Civil Engineers is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Cities and Counties; Civil Engineering Services Firms. Nationally, about 5% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through internet job listings and/or fill openings by hiring employee referrals. Some hire referrals from colleges and universities. Some also recruit applicants through newspaper advertisements and/or through advertisements in trade journals.

Career Advancement: Promotions may lead to Senior Engineer or Project Manager. Communication skills may be important for career advancement.

Important Skills/Work Activities

- bid engineering, construction or extraction projects
- calculate engineering specifications
- conduct topographical, plant location, or land surveys
- convert design specifications to cost estimates
- design construction projects
- determine specifications
- draw maps or charts
- draw prototypes, plans, or maps to scale
- estimate materials or labor requirements
- estimate time needed for project
- evaluate costs of engineering projects
- evaluate engineering data
- evaluate material specifications
- examine engineering documents for completeness or accuracy
- lead teams in engineering projects
- operate land or site surveying instruments
- perform safety inspections in construction or resource extraction setting
- plan construction of structures or facilities
- provide analytical assessment of engineering data
- read blueprints, maps, or technical drawings
- resolve engineering or science problems
- use building or land use regulations
- use computer aided drafting or design software
- use computers to enter, access or retrieve data
- use drafting or mechanical drawing techniques
- use field notes in technical drawings
- use government regulations
- use intuitive judgment for engineering analyses
- use knowledge of materials testing procedures
- use knowledge of regulations in surveying or construction activities
- use land surveying techniques
- use mathematical or statistical methods to identify or analyze problems
- use pollution control techniques
- use project management techniques
- use quantitative research methods
- use relational database or spreadsheet software
- use technical regulations for engineering problems
- adhere to safety procedures
- advise clients or customers
- analyze project proposal to determine feasibility, cost, or time
- analyze scientific research data or investigative findings

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Computer Programmers

Includes Software Engineers.

Description

Convert project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develop and write computer programs to store, locate, and retrieve specific documents, data, and information. May program web sites (SOC 15-1021).

Wages

	Range
New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$17.26 - \$37.16/hr (Median: \$30.66/hr)
Exp'd/After 3 Years:	\$18.30 - \$55.14/hr (Median: \$35.04/hr)

Some employers may also provide bonuses.

Hours

Almost all jobs are 40-55 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■■	—
Dental Ins	■■	■■■	—
Vision Ins	■■	■■■	—
Life Ins	■■■■	—	—
Sick Leave	■■■■■	□	□
Vacation	■■■■■	□	□
Retirement	—	■■■	■■■
Child Care	□	□	■■■
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Most employers require a bachelor degree for job entry.

Experience: Almost all employers require or prefer 1-5 years of prior experience.

Training: All surveyed employers report that database skills are important. Almost all also report that word processing and spreadsheet skills are important. Most report that desktop publishing skills are important. The level of education and experience employers seek has been rising due to the growing number of qualified applicants and the specialization involved with most programming tasks. A bachelor degree is commonly required; however, some Computer Programmers may qualify for certain jobs with 2-year degrees or certificates. Employers are primarily interested in programming knowledge, so Computer Programmers at all levels get certified in specific programming languages such as C++ or Java. XML and .NET appear to be the latest “hot” languages for Computer Programmers.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Large. There are approximately 5,180 – 6,330 Computer Programmers currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 25% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. Less than 10 job openings are projected per year due to a net increase in occupation size. About 110-130 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Computer Programmers is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Custom Computer Programming Services; Software Reproducing; Software Publishers; Computer Systems Design Services; Data Processing Services; On-Line Information Services. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through internet job listings. Most also recruit applicants through newspaper advertisements. Many fill openings by hiring employee referrals. A few hire referrals from private employment agencies.

Career Advancement: Promotions may lead to supervisory or senior level positions. Management skills may be important for career advancement.

Important Skills/Work Activities

- adjust computer operation system
- analyze workflow
- configure computers in industrial or manufacturing setting
- consult with customers concerning needs
- consult with managerial or supervisory personnel
- design computer hardware or software interface
- develop mathematical or computer languages
- develop or maintain databases
- develop tables depicting data
- distinguish details in graphic arts material
- encode equations for processing
- evaluate computer system user requests or requirements
- follow data security or storage procedures identify color or balance
- implement computer system changes
- install computer programs
- maintain client-server database
- prepare workflow chart
- program computers using existing software
- program mainframe computer
- provide technical computer training
- provide technical support to computer users
- recommend software or hardware purchases
- resolve computer program operational problems
- resolve symbolic formulations in data processing applications
- revise or correct errors in computer programs, software, or systems
- supervise programming personnel
- test computer programs or systems
- test data communications hardware or software
- use computer application flow charts
- use computer graphics design software
- use computer programming language
- use creativity in graphics
- use differential equations in computer programming
- use geographical information system (GIS) software
- use graphic arts techniques
- use interpersonal communication techniques
- use knowledge of mainframe computers
- use object-oriented computer programming techniques
- use project management techniques
- use relational database or spreadsheet software
- use structural analysis techniques to analyze computer systems
- use word processing or desktop publishing software
- write computer software, programs, or code

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Computer Support Specialists

Includes Systems Engineers.

Description

Provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems (SOC 15-1041).

Wages

	Range
New Hires/Inexp'd:	\$11.99 - \$15.50/hr (Median: \$12.44/hr)
New Hires/Exp'd:	\$12.44 - \$35.96/hr (Median: \$21.58/hr)
Exp'd/After 3 Years:	\$12.94 - \$39.89/hr (Median: \$28.77/hr)

Many employers may also provide bonuses.

Hours

Most jobs are 40 hours per week. Some jobs are 15-20 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■■■	□
Dental Ins	■■■	■■■■	□
Vision Ins	■■■	■■■	□
Life Ins	■■■■	—	—
Sick Leave	■■■■■	□	□
Vacation	■■■■■	□	□
Retirement	—	■■■	■■
Child Care	□	—	■■
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: Few employers provide benefits.			

Training, Experience, and Other Requirements

Education: Many employers require a bachelor degree for job entry. Some other employers are willing to accept a high school diploma or equivalent or an associate degree.

Experience: Almost all employers require or prefer 1-4 years of prior experience.

Training: Almost all employers report that database, word processing, desktop publishing, and spreadsheet skills are important. Various training certifications are helpful to assure employers that the applicant has the necessary software and/or hardware knowledge and skills. Computer Support Specialists must also have strong problem-solving, analytical, and communication skills because troubleshooting and helping others are a vital part of the job.

Supply/Demand Assessment

Employers generally report that it is not difficult to find experienced applicants who meet their hiring standards. This indicates a **very competitive outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Large. There are approximately 4,520 – 5,525 Computer Support Specialists currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 15% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2008. About 210-255 job openings are projected per year due to a net increase in occupation size. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Computer Support Specialists is expected to grow much faster than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: In a wide variety of industries, including computer and data processing services, banks, government agencies, insurance companies, educational institutions, and wholesale and retail vendors of computers. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through internet job listings. Most fill openings by hiring employee referrals. Some recruit applicants through newspaper advertisements. Some also fill openings by hiring referrals from private employment agencies and/or by hiring walk-in applicants.

Career Advancement: Promotions may lead to Systems Manager or Administrator positions.

Important Skills/Work Activities

- adjust computer operation system
- assist co-workers with software problems
- communicate technical information
- conduct computer diagnostics to determine nature of problems
- conduct training for personnel
- configure computers in industrial or manufacturing setting
- consult with staff or users to identify operating procedure problems
- evaluate computer system user requests or requirements
- evaluate prototype computer software systems
- follow data security procedures
- follow data storage procedures
- identify appropriate software for project
- install computer programs
- install hardware, software, or peripheral equipment
- maintain or repair computers or related equipment
- monitor computer operation
- monitor operating conditions
- perform minor repairs to hardware, software, or peripheral equipment
- program computers using existing software
- provide technical computer training
- provide technical support to computer users
- recommend purchase or repair of furnishings or equipment
- recommend software or hardware purchases
- select business applications for computers
- select software for clerical activities
- test computer programs or systems
- train workers in use of computer and related equipment
- train workers in use of equipment
- understand computer equipment operating manuals
- use computer networking technology
- use computers to enter, access or retrieve data
- use desktop publishing software
- use geographical information system (GIS) software
- use interpersonal communication techniques
- use knowledge of mainframe computers
- use relational database software
- use spreadsheet software
- use word processing or desktop publishing software
- write computer software, programs, or code

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Computer Systems Analysts

Description

Analyze science, engineering, business, and all other data processing problems for application to electronic data processing systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software. May supervise computer programmers (SOC 15-1051).

Wages

	Range
New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$14.38 - \$52.74/hr (Median: \$35.96/hr)
Exp'd/After 3 Years:	\$28.77 - \$57.53/hr (Median: \$43.15/hr)

Many employers may also provide bonuses.

Hours

Of the employers surveyed, all report that jobs are 40-50 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■	■■■■	□
Dental Ins	■■	■■■■	□
Vision Ins	■■	■■■	□
Life Ins	■■■■	—	□
Sick Leave	■■■■■	□	□
Vacation	■■■■■	□	□
Retirement	—	■■■	■■
Child Care	□	□	■■■
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Most employers require a bachelor degree for job entry.

Experience: Of the employers surveyed, all report that they require 18 months to 9 years of prior experience.

Training: Almost all employers report that spreadsheet software and word processing skills are important. Most also report that database skills are important. Many report that desktop publishing skills are important. Knowledge of a variety of programming languages, including Visual Basic, may also be important. Rapidly changing technology means an increasing level of skill and education demanded by employers. Companies are looking for professionals with a broader background and range of skills, including not only technical knowledge, but also communication and other interpersonal skills. While there is no universally accepted way to prepare for a job as a Systems Analyst, most employers place a premium on some formal college education. A bachelor's degree is a prerequisite for many jobs; however, some jobs may require only a 2-year degree. Relevant work experience also is very important. For more technically complex jobs, persons with graduate degrees are preferred. Technical or professional certification is a way to demonstrate a level of competency or quality in a particular field.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Large. There are approximately 5,420 – 6,625 Computer Systems Analysts currently employed in the Alameda and Contra Costa Counties. Local surveys indicate about 15% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2008. About 195-240 job openings are projected per year due to a net increase in occupation size. About 50-60 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Computer Systems Analysts is expected to grow much faster than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Although Computer Systems Analysts are increasingly employed in every sector of the economy, the greatest concentration is in the computer and data processing services industry. Many others work for other employers, such as government, manufacturers of computer and related electronic equipment, insurance companies, financial institutions, and universities. Nationally, about 8% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through internet job listings. Most also fill openings by hiring employee referrals. Many recruit applicants through newspaper advertisements. Some fill openings through in-house promotion or transfer and/or by hiring referrals from private employment agencies.

Career Advancement: Promotions may lead to senior level or Project Lead/Manager positions. Communication skills may be important for career advancement.

Important Skills/Work Activities

- adjust computer operation system
- analyze programs using workflow chart or diagram
- consult with customers concerning needs
- consult with staff or users to identify operating procedure problems
- create mathematical or statistical diagrams or charts
- design computer hardware or software interface
- design computer programs or programming tools
- design control systems

- design data processing or security systems
- develop mathematical simulation models
- develop or maintain databases
- develop tables depicting data
- evaluate computer system user requests or requirements
- evaluate prototype computer software systems
- follow data security procedures
- follow data storage procedures
- implement computer system changes
- install computer programs
- maintain client-server database
- monitor computer operation
- operate computer networks
- program computers using existing software
- program mainframe computer
- provide technical support to computer users
- recommend software or hardware purchases
- resolve symbolic formulations in data processing applications
- revise or correct errors in computer programs, software, or systems
- test computer programs or systems
- use computer application flow charts
- use computer networking technology
- use computer programming language
- use computers to enter, access or retrieve data
- use cost benefit analysis techniques
- use geographical information system (GIS) software
- use interpersonal communication techniques
- use interviewing procedures
- use knowledge of mainframe computers
- use object-oriented computer programming techniques
- use project management techniques
- use relational database or spreadsheet software
- use structural analysis techniques to analyze computer systems
- write computer software, programs, or code
- write documentation for computer programming
- write technical specifications for computer systems, software or applications

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Counter and Rental Clerks

Also known as Customer Service Representatives and Counter Persons.

Description

Receive orders for repairs, rentals, and services. May describe available options, compute cost, and accept payment (SOC 41-2011).

Wages

	Range
New Hires/Inexp'd:	\$6.75 - \$9.00/hr (Median: \$7.18/hr)
New Hires/Exp'd:	\$6.75 - \$10.00/hr (Median: \$8.00/hr)
Exp'd/After 3 Years:	\$7.25 - \$12.00/hr (Median: \$9.00/hr)

Some employees may also receive commissions.

Hours

Many jobs are 15-27 hours per week. Many other jobs are 30-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	—	■ ■	□
Dental Ins	□	■ ■	—
Vision Ins	—	■ ■	□
Life Ins	—	□	—
Sick Leave	—	□	□
Vacation	■ ■	□	□
Retirement	—	—	□
Child Care	□	□	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: Few employers provide benefits.			

Training, Experience, and Other Requirements

Education: Most employers are willing to accept less than a high school level education for job entry. Many other employers require a high school diploma or equivalent.

Experience: Almost all employers do not require prior experience. Some other employers require 3-24 months of prior experience.

Training: Counter and Rental Clerks are typically trained on-the-job. They usually learn how to operate the equipment and become familiar with the establishment's policies and procedures under the observation of a more experienced worker. However, some employers have formal classroom training programs lasting from a few hours to a few weeks. Counter and Rental Clerks must become familiar with the different products and services rented or provided by their company in order to give customers the best possible service. Employers look for applicants who enjoy working with people and have the ability to deal tactfully with difficult customers. They should be able to handle several tasks at once, while continuing to provide friendly service.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Large. There are approximately 2,330 – 2,850 Counter and Rental Clerks currently employed in Alameda County. Local surveys indicate about 45% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2008. About 40-50 job openings are projected per year due to a net increase in occupation size. About 110-135 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Counter and Rental Clerks is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Nationwide, about 1 of every 6 Counter and Rental Clerks work in a videotape rental store. Other large employers include dry-cleaners, automobile rental firms, equipment rental firms, and miscellaneous amusement and recreation establishments. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring walk-in applicants and/or employee referrals. Many also recruit applicants through newspaper advertisements. Some fill openings through in-house promotion or transfer.

Career Advancement: Promotions may lead to supervisory or management positions. Interpersonal skills may be important for career advancement.

Important Skills/Work Activities

- advise clients or customers
- answer customer or public inquiries
- arrange merchandise display
- balance cash register
- calculate monetary exchange
- calculate rates for organization's products or services
- clean rooms or work areas
- collect deposit or payment
- demonstrate goods or services

- determine specifications
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- inspect products or materials for damage, defects, or shortages
- issue supplies, materials, or equipment
- maintain account records
- maintain records, reports, or files
- manage inventories or supplies
- obtain information from individuals
- process credit transaction
- provide customer service
- receive or disburse cash related to payments received
- reconcile or balance financial records
- rent item to customer
- sell merchandise
- use cash registers
- use computers to enter, access or retrieve data
- use industry terms or concepts
- use knowledge of metric system
- use oral or written communication techniques

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Data Entry Keyers

Also known as Data Entry Clerks.

Description

Operate data entry device, such as keyboard or photo composing perforator. Duties may include verifying data and preparing materials for printing (SOC 43-9021).

Wages

	Range
New Hires/Inexp'd:	\$9.50 - \$13.00/hr (Median: \$11.00/hr)
New Hires/Exp'd:	\$7.83 - \$13.00/hr (Median: \$12.00/hr)
Exp'd/After 3 Years:	\$10.00 - \$15.82/hr (Median: \$12.50/hr)

Hours

Almost all jobs are temporary/on-call, ranging from 25-40 hours per week. A few jobs are permanent full-time, averaging 40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	—	■■■■	□
Dental Ins	—	■■■■	□
Vision Ins	—	—	—
Life Ins	—	—	□
Sick Leave	—	□	□
Vacation	■■■■	□	□
Retirement	□	—	□
Child Care	□	□	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Note: The above benefit information reflects only 3 of the 15 employers surveyed (i.e., those with full-time employees in this occupation). None of the employers surveyed provide medical insurance to their part-time employees.

Training, Experience, and Other Requirements

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Almost all employers require or prefer 6-24 months of prior experience. Some are willing to accept training as a substitute for experience. Some other employers do not require prior experience.

Training: Almost all employers report that word processing skills are important. Most also report that spreadsheet skills are important. Some report that database skills are important. Employers generally hire high school graduates who meet their requirements for keyboarding speed. Increasingly, employers also expect applicants to have word processing or data entry training or experience. Spelling, punctuation, and grammar skills are important, as is familiarity with standard office equipment and procedures. Students acquire skills in keyboarding and in the use of word processing, spreadsheet, and database management computer software packages through high schools, community colleges, business schools, temporary help agencies, or self-teaching aids such as books, tapes, or tutorials.

Supply/Demand Assessment

Employers generally report that it is not difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a **very competitive outlook** for job seekers without prior experience, and a **good outlook** for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%). This turnover rate does not include temporary or on-call employment.

Size of Occupation

Medium. There are approximately 2,705 – 3,310 Data Entry Keyers currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 75% are female.

Employment Trends

A slow decline in employment is projected for this occupation through the year 2008. About 40-50 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Data Entry Keyers is expected to decline through the year 2010.

Other Information

Where the Jobs Are: Nationwide, Data Entry Keyers are employed in every sector of the economy. Some workers telecommute by working from their homes on personal computers linked by telephone lines to those in the main office. This enables them to type material at home while still being able to produce printed copy in their offices. About 1 out of 3 Data Entry Keyers work for firms providing business services, including temporary help, word processing, and computer and data processing. Nearly 1 out of 5 work in Federal, State, and local government agencies. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Most also recruit applicants through internet job listings. Some fill openings by hiring walk-in applicants and/or recruit applicants through newspaper advertisements.

Career Advancement: Promotions may lead to higher level clerical positions, including Administrative Assistant. Computer and communications skills may be important for career advancement.

Important Skills/Work Activities

- conduct computer diagnostics to determine nature of problems
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- load tapes, disks or paper into computers or peripherals

- maintain records, reports, or files
- operate scanner
- perform typing or data entry for extended duration
- process invoices
- process medical records
- resolve computer program operational problems
- route computer output to specified users
- set computer controls or devices in data processing center
- transcribe spoken or written information
- understand computer equipment operating manuals
- use computers to enter, access or retrieve data
- use relational database software
- use spreadsheet software
- use word processing or desktop publishing software
- verify completeness or accuracy of data

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Database Administrators

Description

Coordinate changes to computer databases, test and implement the database applying knowledge of database management systems. May plan, coordinate, and implement security measures to safeguard computer databases (SOC 15-1061).

Wages

	Range
New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$15.82 - \$46.75/hr (Median: \$33.56/hr)
Exp'd/After 3 Years:	\$19.18 - \$57.53/hr (Median: \$38.36/hr)

Many employees may also provide bonuses.

Hours

Almost all jobs are 40-45 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■	■■■■	□
Dental Ins	■■	■■■■	□
Vision Ins	■■	■■■	□
Life Ins	■■■■	—	—
Sick Leave	■■■■■	□	□
Vacation	■■■■■	□	□
Retirement	—	■■■■	■■
Child Care	□	—	■■■
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Almost all employers require a bachelor degree for job entry.

Experience: Of the employers surveyed, all report that they require or prefer 1-7 years of prior experience.

Training: Almost all employers report that spreadsheet and database skills are important. Most report that word processing skills are important. Some report that desktop publishing skills are important. Many employers require or prefer completion of various technical training programs in addition to their formal education requirements. Knowledge of database software is essential, particularly Microsoft Access, Microsoft SQL Server, and Oracle Database.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Small. There are approximately 1,150 – 1,410 Database Administrators currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 35% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2008. About 45-55 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Database Administrators is expected to grow much faster than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Although Database Administrators are increasingly employed in every sector of the economy, the greatest concentration is in the computer and data processing services industry. Many work for other employers, such as government, manufacturers of computer and related electronic equipment, insurance companies, financial institutions, and universities. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Of the employers surveyed, all report that they recruit applicants through internet job listings. Most also fill openings by hiring employee referrals. Many recruit applicants through newspaper advertisements. Some fill openings through in-house promotion or transfer.

Career Advancement: Promotions may lead to supervisory or management positions. Interpersonal skills may be important for career advancement.

Important Skills/Work Activities

- adjust computer operation system
- analyze programs using workflow chart or diagram
- confer with personnel to discuss security violations or programming
- design data security systems
- develop mathematical simulation models
- develop or maintain budgeting databases
- develop or maintain databases
- develop tables depicting data
- estimate time needed for project
- evaluate computer system user requests or requirements
- follow data security or storage procedures
- implement computer system changes
- install hardware, software, or peripheral equipment
- maintain client-server database
- monitor computer operation
- operate computer networks
- plan computer security measures
- prepare cost estimates
- program mainframe computer
- revise or correct errors in computer programs, software, or systems
- test computer programs or systems
- understand computer equipment operating manuals
- use computer application flow charts
- use computer networking technology
- use computer programming language
- use computers to enter, access or retrieve data
- use geographical information system (GIS) software
- use interpersonal communication techniques
- use knowledge of mainframe computers
- use mathematical or statistical methods to identify or analyze problems
- use object-oriented computer programming techniques
- use project management techniques
- use relational database software
- use spreadsheet software
- use structural analysis techniques to analyze computer systems
- write computer software, programs, or code

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Dental Assistants

Includes Registered Dental Assistants.

Description

Assist dentist, set up patient and equipment, and keep records (SOC 31-9091).

Wages

	Range
New Hires/Inexp'd:	\$8.00 - \$13.00/hr (Median: \$10.00/hr)
New Hires/Exp'd:	\$10.00 - \$19.00/hr (Median: \$15.00/hr)
Exp'd/After 3 Years:	\$11.00 - \$25.00/hr (Median: \$18.00/hr)

Some employees may also provide bonuses.

Hours

Many jobs are 30-40 hours per week. Many other jobs are 15-30 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	—	■■■	□
Dental Ins	■■■	—	—
Vision Ins	—	—	—
Life Ins	—	□	□
Sick Leave	■■■	—	□
Vacation	■■■■	—	□
Retirement	■■	■■■	□
Child Care	□	□	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: A few employers provide paid sick leave and paid vacation.			

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as registered dental assistants (RDAs), who can perform more complex work; contact the State Committee on Dental Auxiliaries at 916-263-2595 for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Some other employers are willing to accept less than a high school level education.

Experience: Almost all employers require or prefer 1-5 years of prior experience. Many are willing to accept training as a substitute for experience.

Training: Employers may provide on-the-job training. Others may require completion of a vocational training program. Some require certification as a Registered Dental Assistant.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 955 – 1,165 Dental Assistants currently employed in Contra Costa County. Local surveys indicate about 95% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2008. About 25-35 job openings are projected per year due to a net increase in occupation size. About 15-25 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Dental Assistants is expected to grow much faster than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Offices of Dentists. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Many also fill openings by hiring walk-in applicants. Some fill openings by hiring referrals from schools and training programs.

Career Advancement: Promotions may lead to supervisory positions. Continuing education and interpersonal skills may be important for career advancement.

- operate dental equipment
- perform dental hygiene procedures
- post medical insurance billings
- prepare medical treatment room
- prepare patient for dental work
- prepare patients for tests, therapy, or treatments
- process medical records
- provide customer service
- record medical history or data
- schedule meetings or appointments
- set up dental equipment
- set up patient care equipment
- sterilize or disinfect instruments
- take vital signs
- use clinical sterilizing technique
- use computers to enter, access or retrieve data
- use dental treatment procedures
- use desktop publishing software
- use knowledge of medical terminology
- use secretarial procedures

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Important Skills/Work Activities

- assist in examining or treating dental or medical patients
- collect specimens from patients
- complete patient bills
- complete patient insurance forms
- follow dental or medical x-ray procedures
- follow patient care procedures
- maintain dental or medical records
- observe patient condition

Electrical and Electronic Engineering Technicians

Description

Apply electrical and electronic theory and related knowledge, usually under the direction of engineering staff, to design, build, repair, calibrate, and modify electrical components, circuitry, controls, and machinery for subsequent evaluation and use by engineering staff in making engineering design decisions (SOC 17-3023).

Wages

	Range
New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$10.00 - \$20.28/hr (Median: \$16.78/hr)
Exp'd/After 3 Years:	\$15.00 - \$26.37/hr (Median: \$20.00/hr)

Some employers may also provide bonuses.

Hours

Of the employers surveyed, all report that their jobs are 40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■	■■■■	<input type="checkbox"/>
Dental Ins	■■■	■■■■	<input type="checkbox"/>
Vision Ins	■■■	■■■	<input type="checkbox"/>
Life Ins	■■■	■■■	<input type="checkbox"/>
Sick Leave	■■■	■■■	<input type="checkbox"/>
Vacation	■■■	■■■	<input type="checkbox"/>
Retirement	—	■■■■■	<input type="checkbox"/>
Child Care	—	—	<input type="checkbox"/>
■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Many employers require an associate degree for job entry. Many other employers are willing to accept a high school diploma or equivalent.

Experience: Almost all employers require or prefer 1-5 years of prior experience. Some are willing to accept training as a substitute for experience.

Training: Many employers report that database, spreadsheet, and word processing skills are important. Although it may be possible to qualify for a few engineering technician jobs without formal training, most employers prefer to hire someone with at least a 2-year associate degree in engineering technology. Training is available at technical institutes, community colleges, extension divisions of colleges and universities, public and private vocational-technical schools, and the Armed Forces. Persons with college courses in science, engineering, and mathematics may qualify for some positions, but may need additional specialized training and experience. Although employers usually do not require engineering technicians to be certified, such certification may provide jobseekers a competitive advantage.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 1,785 – 2,180 Electrical and Electronic Engineering Technicians currently employed in Alameda County. Local surveys indicate about 25% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. About 10-15 job openings are projected per year due to a net increase in occupation size. About 35-45 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Electrical and Electronic Engineering Technicians is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Manufacturers and designers of electrical/electronic equipment and parts. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through internet job listings. Many also fill openings by hiring employee referrals. Some recruit applicants through newspaper advertisements and/or hire referrals from the Employment Development Department.

Career Advancement: Promotions may lead to higher level technician positions, including senior technician or supervisor. Technical knowledge and understanding may be important for career advancement.

Important Skills/Work Activities

- analyze engineering test data
- calculate engineering specifications
- calibrate or adjust electronic equipment or instruments to specification
- develop plans for programs or projects
- draw prototypes, plans, or maps to scale
- estimate cost for engineering projects
- fabricate, assemble, or disassemble manufactured products by hand
- follow manufacturing methods or techniques
- follow statistical process control procedures
- inspect facilities or equipment for regulatory compliance
- install electronic equipment, components, or systems
- install/connect electrical equipment to power circuit
- modify electrical or electronic equipment or products
- operate precision test equipment
- program computers for electronic engineering applications
- read blueprints or schematics
- read manufacturing outlines for electronic products
- read technical drawings
- repair computer controlled manufacturing systems
- repair electronic components, equipment, or systems
- repair or replace electrical wiring, circuits, fixtures, or equipment
- set up and operate variety of machine tools
- test equipment as part of engineering projects or processes
- troubleshoot electronics manufacturing equipment
- understand detailed electronic design specifications
- understand engineering data or reports
- understand technical information for electronic repair work
- understand technical operating, service or repair manuals
- use computer aided drafting or design software for design, drafting, modeling, or other engineering tasks
- use drafting or mechanical drawing techniques
- use electrical or electronic test devices or equipment
- use hazardous materials information
- use knowledge of laser technology
- use machining operations with semiconductor chip forming technology
- use precision measuring tools or equipment
- use robotics systems technology
- use scientific research methodology

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Electrical and Electronic Equipment Assemblers

Description

Assemble or modify electrical or electronic equipment, such as computers, test equipment, telemetering systems, electric motors, and batteries (SOC 51-2022).

Wages

	Range
New Hires/Inexp'd:	\$7.00 - \$10.62/hr (Median: \$8.00/hr)
New Hires/Exp'd:	\$7.00 - \$15.00/hr (Median: \$10.00/hr)
Exp'd/After 3 Years:	\$8.00 - \$15.00/hr (Median: \$11.00/hr)

Some employers may also provide bonuses.

Hours

Most jobs are 40 hours per week. Some jobs are part-time or temporary/on-call ranging from 20-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■	■■■■	□
Dental Ins	■■	■■■■	□
Vision Ins	■■	■■■	□
Life Ins	■■■	■■■	□
Sick Leave	■■■	■■■	□
Vacation	■■■	■■■	□
Retirement	—	■■■■	□
Child Care	—	—	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: Few employers provide benefits.			

Training, Experience, and Other Requirements

Education: Many employers require a high school diploma or equivalent for job entry. Many other employers are willing to accept less than a high school level education.

Experience: Most employers do not require prior experience.

Training: New Assemblers are normally entry-level employees. The ability to do accurate work at a rapid pace and to follow detailed instructions are key job requirements. Applicants need specialized training for some assembly jobs. For example, employers may require that applicants be technical school graduates or have equivalent military training. Other positions require only on-the-job training.

Supply/Demand Assessment

Employers generally report that it is not difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a **very competitive outlook** for job seekers without prior experience, and a **good outlook** for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%). This turnover rate does not include temporary or on-call employment.

Size of Occupation

Large. There are approximately 3,060 – 3,740 Electrical and Electronic Equipment Assemblers currently employed in Alameda County. Local surveys indicate about 50% are female.

Employment Trends

A slow decline is projected for this occupation through the year 2008. About 75-95 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Electrical and Electronic Equipment Assemblers is expected to grow slower than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Electrical and Electronic Equipment Assemblers work in a wide variety of electrical and electronic manufacturing industries, including manufacturers of Electronic Components, Communications Equipment, and Audio and Video Equipment. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Many employers fill openings by hiring employee referrals. Many also recruit applicants through internet job listings. Some fill openings by hiring referrals from private employment agencies and/or by recruiting applicants through newspaper advertisements.

Career Advancement: Promotions may lead to supervisory positions. Technical and product knowledge may be important for career advancement. Communication skills may also be important.

Important Skills/Work Activities

- attach or mark identification onto products or containers
- confer with engineering, technical or manufacturing personnel
- consult with managerial or supervisory personnel
- demonstrate or explain assembly or use of equipment
- distinguish colors
- examine products or work to verify conformance to specifications
- fabricate, assemble, or disassemble manufactured products by hand
- follow statistical process control procedures
- instruct customers in product installation, use, or repair
- maintain production or work records
- make independent judgment in assembly procedures
- modify electrical or electronic equipment or products
- monitor assembly quality
- monitor the quantity of assembly output
- operate hoist, winch, or hydraulic boom
- package goods for shipment or storage
- perform safety inspections in manufacturing or industrial setting
- precision assemble electronic, electrical, or electromechanical equipment
- read blueprints
- read manufacturing outlines for electronic products
- read schematics
- read work order, instructions, formulas, or processing charts
- repair or replace electrical wiring, circuits, fixtures, or equipment
- replace electronic components
- solder electrical or electronic connections or components
- test manufactured products or materials
- use electrical or electronic test devices or equipment
- use hand or power tools
- use knowledge of fire suppression methods in industrial emergencies
- use knowledge of metric system
- use precision measuring tools or equipment
- use quality assurance techniques
- use soldering equipment
- use spray paint equipment
- use voltmeter, ammeter, or ohmmeter

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Electrical Engineers

Description

Design, develop, test, or supervise the manufacturing and installation of electrical equipment, components, or systems for commercial, industrial, military, or scientific use (SOC 17-2071).

Wages

	Range
New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$19.18 - \$37.40/hr (Median: \$26.37/hr)
Exp'd/After 3 Years:	\$21.58 - \$43.15/hr (Median: \$33.56/hr)

Many employees may also provide bonuses.

Hours

Almost all jobs are 40-42 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■ ■	■ ■ ■ ■	□
Dental Ins	■ ■	■ ■ ■ ■ ■	□
Vision Ins	—	■ ■ ■ ■ ■	□
Life Ins	■ ■	■ ■ ■ ■	□
Sick Leave	■ ■	■ ■ ■	□
Vacation	■ ■	■ ■ ■ ■	□
Retirement	■ ■	■ ■ ■ ■	—
Child Care	□	—	—
■ ■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ ■ = Most (60-79%) ■ ■ ■ = Many (40-59%) ■ ■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

License: Required for all electrical and electronic engineers responsible for approving plans, specifications, and reports; contact the State Board of Professional Engineers and Land Surveyors at 916-263-2222 for licensing information.

Education: Of the employers surveyed, all report that they require a bachelor degree for job entry.

Experience: Almost all employers require or prefer 1-5 years of prior experience.

Training: Many employers report that database skills are important. Some report that word processing skills are important. Some also report that AutoCad skills are important. Engineers should be creative, inquisitive, analytical, and detail-oriented. They should be able to work as part of a team and to communicate well, both orally and in writing. Communication abilities are becoming more important because much of their work is becoming more diversified, meaning that engineers interact with specialists in a wide range of fields outside engineering.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Medium. There are approximately 540 - 660 Electrical Engineers currently employed in Contra Costa County. Local surveys indicate about 10% are female. A few jobs are union.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2008. About 15-20 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Electrical Engineers is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Most Electrical Engineers are employed in engineering and business consulting firms, government agencies, and manufacturers of electrical equipment, industrial machinery, and professional and scientific instruments. Transportation, communications, and utilities firms as well as personnel supply services and computer and data processing services firms account for most other jobs. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through internet job listings. Some recruit applicants through newspaper advertisements. Some also fill openings by hiring referrals from private employment agencies and/or colleges and universities.

Career Advancement: Promotions may lead to management positions. Technical knowledge and skill may be important for career advancement.

Important Skills/Work Activities

- analyze engineering design problems
- analyze engineering problems in electronics manufacturing
- analyze engineering test data
- analyze project proposal to determine feasibility, cost, or time
- analyze scientific research data or investigative findings
- analyze technical data, designs, or preliminary specifications
- calculate differential equations
- calculate engineering specifications
- conduct performance testing

- design engineered systems
- design manufacturing processes or methods
- design telecommunication equipment
- draw prototypes, plans, or maps to scale
- evaluate engineering data
- evaluate manufacturing or processing systems
- examine engineering documents for completeness or accuracy
- follow manufacturing methods or techniques
- follow safe waste disposal procedures
- follow statistical process control procedures
- inspect facilities or equipment for regulatory compliance
- inspect products or systems for regulatory compliance
- inspect project operations, or site to determine specification compliance
- perform safety inspections in industrial, manufacturing or repair setting
- provide analytical assessment of engineering data
- read blueprints
- read manufacturing outlines for electronic products
- read schematics or technical drawings
- resolve engineering or science problems
- understand detailed electronic design specifications
- use drafting or mechanical drawing techniques
- use electrical or electronic test devices or equipment
- use hazardous materials information
- use intuitive judgment for engineering analyses
- use knowledge of investigation techniques
- use library or online Internet research techniques
- use long or short term production planning techniques
- use mathematical or statistical methods to identify or analyze problems
- use pollution control techniques
- use project management techniques
- use quality assurance techniques
- use quantitative research methods
- use robotics systems technology
- use technical information in manufacturing or industrial activities
- use technical regulations for engineering problems

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Elementary School Teachers, Except Special Education

Description

Teach pupils in public or private schools at the elementary level basic academic, social, and other formative skills (SOC 25-2021).

Wages

<u>Union</u>	<u>Range</u>
New Hires/Inexp'd:	\$15.74 - \$23.53/hr (Median: \$18.14/hr)
New Hires/Exp'd:	\$17.93 - \$25.77/hr (Median: \$19.82/hr)
Exp'd/After 3 Years:	\$18.56 - \$26.97/hr (Median: \$21.38/hr)

<u>Non-Union</u>	<u>Range</u>
New Hires/Inexp'd:	\$13.00 - \$20.00/hr (Median: \$13.90/hr)
New Hires/Exp'd:	\$13.04 - \$22.50/hr (Median: \$16.30/hr)
Exp'd/After 3 Years:	\$13.24 - \$25.00/hr (Median: \$18.22/hr)

Wages for Teachers are typically paid on an annual basis. For inexperienced new hires, salaries generally range from \$28,000 - \$41,700. For experienced new hires, salaries generally range from \$32,000 - \$47,000. For experienced employees after 3 years, salaries generally range from \$34,500 - \$47,000. Teachers typically work nine months per year.

Hours

Almost all jobs are 30-50 hours per week. A few jobs are 15-30 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■■	—
Dental Ins	■■■	■■	□
Vision Ins	■■■	■■	—
Life Ins	■■	—	—
Sick Leave	■■■■	—	—
Vacation	■■	—	□
Retirement	■■	■■■	—
Child Care	—	—	□
■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: Some employers provide paid sick leave and paid vacation. Most employers share the cost of medical insurance and a retirement plan. Many also share the cost of dental and vision insurance. Some share the cost of life insurance.			

Training, Experience, and Other Requirements

License: Requirements vary, depending on the type of school. For public schools, contact the State Commission on Teacher Credentialing at 916-445-7254 for licensing information.

Education: Many employers require a bachelor degree for job entry. Many other employers require completion of a graduate program.

Experience: Most employers do not require prior experience. Some other employers require prior experience.

Training: Many employers report that word processing skills are important. Some also report that database and spreadsheet skills are important. In addition to being knowledgeable in their subject, teachers must have the ability to communicate, inspire trust and confidence, and motivate students, as well as understand their educational and emotional needs. Teachers must be able to recognize and respond to individual differences in students, and employ different teaching methods that will result in higher student achievement.

Supply/Demand Assessment

Employers generally report that it is not difficult to find experienced applicants who meet their hiring standards. This indicates a **very competitive outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 4,830 – 5,905 Elementary School Teachers, Except Special Education currently employed in Contra Costa County. Local surveys indicate about 90% are female. Almost all jobs are union.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2008. About 105-125 job openings are projected per year due to a net increase in occupation size. About 110-135 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Elementary School Teachers, Except Special Education is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Elementary School Teachers typically work for public school districts. Nationwide, approximately 15 percent work for private schools. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Many employers recruit applicants through internet job listings and/or fill openings by hiring referrals from colleges and universities. Some fill openings by hiring employee referrals and/or walk-in applicants. Some also recruit applicants through newspaper advertisements. A few fill openings through in-house promotion or transfer and/or by recruiting applicants through job fairs.

Career Advancement: Promotions may lead to administration positions, including Assistant Principal, Principal, or School Administrator positions. Continuing education may be important for career advancement.

Important Skills/Work Activities

- assess educational potential or need of students
- communicate visually or verbally
- conduct parent conferences
- convert information into instructional program
- design classroom presentations
- develop course or training objectives
- develop instructional materials
- develop teaching aids
- empathize with others during counseling or related services
- ensure correct grammar, punctuation, or spelling
- establish and maintain relationships with students
- evaluate educational outcomes
- evaluate student performance
- maintain educational records, reports, or files
- monitor and communicate student progress
- organize educational material or ideas
- organize esteem building activities for children
- organize social behavior learning activities
- prepare audio-visual teaching aids
- prepare educational reports
- recognize student learning levels
- recognize student problems
- record student progress
- resolve behavioral or academic problems
- schedule student field trips
- select teaching materials to meet student needs
- teach correct eating habits
- use classroom management techniques
- use computers to enter, access or retrieve educational data
- use early childhood education techniques
- use interpersonal communication techniques
- use knowledge of multi-media technology
- use motivational techniques in education
- use oral or written communication techniques
- use teaching techniques

Source: O*NET OnLine (<http://www.onetcenter.org/>)

First-Line Supervisors/Managers of Office and Administrative Support Workers

Includes Office Managers.

Description

Supervise and coordinate the activities of clerical and administrative support workers (SOC 43-1011).

Wages

Non-Union

Range

New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$9.00 - \$35.00/hr (Median: \$22.32/hr)
Exp'd/After 3 Years:	\$11.00 - \$43.60/hr (Median: \$25.50/hr)

Union

Range

New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$21.10 - \$40.43/hr (Median: \$24.19/hr)
Exp'd/After 3 Years:	\$28.00 - \$43.54/hr (Median: \$35.77/hr)

A few employers may also provide bonuses.

Hours

Most jobs are 36-40 hours per week. Some jobs are part-time or temporary/on-call, ranging from 26-31 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■■	—
Dental Ins	■■■	■■	—
Vision Ins	■■■	■■	—
Life Ins	■■■	■■	□
Sick Leave	■■■■	■■	□
Vacation	■■■■	■■	□
Retirement	■■	■■■	—
Child Care	—	□	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: For the employers with part-time or temporary/on-call employees, all provide dental insurance, vision insurance, life insurance, paid sick leave, paid vacation, and a retirement plan. They also share the cost of medical insurance.			

Training, Experience, and Other Requirements

Education: Most employers require a high school diploma or equivalent for job entry. Some other employers require a bachelor degree.

Experience: Almost all employers require or prefer 6-60 months of prior experience.

Training: Almost all employers report that word processing and spreadsheet skills are important. Many also report that database skills are important. A few report that desktop publishing skills are important. Most firms fill these jobs by promoting clerical or administrative support workers from within their organizations. Important qualities include strong teamwork, problem-solving, leadership, and communication skills, as well as determination, loyalty, poise, and confidence. Also important are specific supervisory attributes, such as the ability to organize and coordinate work efficiently, to set priorities, and to motivate others.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%). This turnover rate does not include temporary or on-call employment.

Size of Occupation

Very large. There are approximately 11,345 – 13,865 First-Line Supervisors/Managers of Office and Administrative Support Workers currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 35% are female. A few jobs are union.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. About 120-145 job openings are projected per year due to a net increase in occupation size. About 220-265 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of First-Line Supervisors/Managers of Office and Administrative Support Workers is expected to grow slower than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Although these jobs are found in practically every industry, the largest number are found in organizations with a large clerical workforce such as banks, wholesalers, government agencies, retail establishments, business service firms, healthcare facilities, schools, and insurance companies. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Many employers recruit applicants through newspaper advertisements and/or fill openings through in-house promotion or transfer. Some recruit applicants through internet job listings. Some also fill openings by hiring referrals from employee and/or private employment agencies. A few fill openings by hiring walk-in applicants.

Career Advancement: Promotions may lead to Executive Assistant positions. Communication skills may be important for career advancement.

Important Skills/Work Activities

- assign work to staff or employees
- conduct or attend staff meetings
- consult with managerial or supervisory personnel
- coordinate staff or activities in clerical support setting
- delegate appropriate administrative support activities
- dictate correspondence
- document provision of administrative services
- establish employee performance standards
- evaluate information from employment interviews
- evaluate performance of employees or contract personnel
- hire, discharge, transfer, or promote workers
- interview job applicants
- maintain administrative services procedures manual
- maintain file of job openings
- maintain inventory of office forms
- maintain job descriptions
- maintain records, reports, or files
- modify work procedures or processes to meet deadlines
- monitor worker performance
- orient new employees
- plan meetings or conferences
- plan or organize work
- prepare financial reports
- prepare or maintain employee records
- prepare travel vouchers
- recommend personnel actions, such as promotions, transfers, and dismissals
- write administrative procedures services manual

Source: O*NET OnLine (<http://www.onetcenter.org/>)

First-Line Supervisors/Managers of Retail Sales Workers

Also known as Sales Supervisors.

Description

Directly supervise sales workers in a retail establishment or department. Duties may include management functions, such as purchasing, budgeting, accounting, and personnel work, in addition to supervisory duties (SOC 41-1011).

Wages

	Range
New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$8.00 - \$34.52/hr (Median: \$19.58/hr)
Exp'd/After 3 Years:	\$8.00 - \$40.27/hr (Median: \$22.06/hr)

Many employers may also provide bonuses.

Hours

Almost all jobs are 35-50 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■	■■■■■	□
Dental Ins	■■	■■■■■	□
Vision Ins	■■	■■■■	□
Life Ins	■■	■■■	□
Sick Leave	■■■	■■■	□
Vacation	■■■	■■■	□
Retirement	□	■■■■■	□
Child Care	□	□	—
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Most employers require a high school diploma or equivalent for job entry. Some other employers require a bachelor degree.

Experience: Almost all employers require 1-5 years of prior experience.

Training: Many employers report that word processing and/or proprietary software skills are important. Some also report that spreadsheet and database skills are important. Retail Sales Supervisors usually acquire critical knowledge of management principles and practices through work experience. Many begin their careers on the sales floor as Salespersons, Cashiers, or Customer Service Representatives where they learn merchandising, customer service, and the basic policies and procedures of the company. Once they are on the job, the type and amount of training available to them varies from company to company. Many national retailers have formal training programs for management trainees that include both classroom and onsite training. Training time may be as brief as 1 week, but can also last up to 1 year or more.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Very large. There are approximately 8,715 - 10,650 First-Line Supervisors/Managers of Retail Sales Workers currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 50% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2008. About 170-210 job openings are projected per year due to a net increase in occupation size. About 125-155 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of First-Line Supervisors/Managers of Retail Sales Workers is expected to grow slower than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Most of these jobs are found in grocery and department stores, motor vehicle dealerships, and clothing and accessory stores. Some jobs are also found in services such as advertising or other business services. Nationally, about 34% are self-employed.

Methods Used to Fill Job Openings: Many employers fill openings through in-house promotion or transfer, by hiring employee referrals, and/or recruit applicants through internet job listings. Some also recruit applicants through newspaper advertisements and/or fill openings by hiring walk-in applicants.

Career Advancement: Promotions may lead to higher level supervisory/management positions, including Operations Manager. Interpersonal and organizational skills may be important for career advancement.

Important Skills/Work Activities

- access media advertising services
- answer customer or public inquiries
- arrange merchandise display
- assign work to staff or employees
- conduct or attend staff meetings
- conduct sales presentations
- conduct training for personnel
- consult with managerial or supervisory personnel
- dictate correspondence
- direct and coordinate activities of workers or staff
- establish employee performance standards
- evaluate information from employment interviews
- evaluate performance of employees or contract personnel
- examine products or work to verify conformance to specifications
- greet customers, guests, visitors, or passengers
- hire, discharge, transfer, or promote workers
- inventory stock to ensure adequate supplies
- investigate customer complaints
- maintain production or work records
- make presentations
- monitor worker performance
- oversee sales programs
- oversee work progress to verify safety or conformance to standards
- plan or organize work
- prepare or maintain employee records
- prepare rental or lease agreement
- prepare reports
- provide customer service
- publicize job openings
- recommend personnel actions, such as promotions, transfers, and dismissals
- resolve customer or public complaints
- resolve or assist workers to resolve work problems
- schedule employee work hours
- select software for clerical activities
- sell merchandise
- use knowledge of written communication in sales work
- write advertising copy

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Hairdressers, Hairstylists, and Cosmetologists

Description

Provide beauty services, such as shampooing, cutting, coloring, and styling hair, and massaging and treating scalp. May also apply makeup, dress wigs, perform hair removal, and provide nail and skin care services (SOC 39-5012).

Wages

	Range
New Hires/Inexp'd:	\$6.75 - \$9.00/hr (Median: \$8.00/hr)
New Hires/Exp'd:	\$6.75 - \$40.00/hr (Median: \$9.00/hr)
Exp'd/After 3 Years:	\$6.75 - \$43.00/hr (Median: \$13.00/hr)

Many employees may receive tips. Some employees may also receive commissions.

Hours

Most jobs are 38-54 hours per week. Some jobs are 15-32 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	—	■■■	<input type="checkbox"/>
Dental Ins	—	■■	<input type="checkbox"/>
Vision Ins	—	—	<input type="checkbox"/>
Life Ins	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	—	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	■■	—	<input type="checkbox"/>
Retirement	<input type="checkbox"/>	—	—
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: Few employers provide benefits.			

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Bureau of Barbering and Cosmetology at 800-952-5210 for licensing information.

Education: Most employers are willing to accept less than a high school level education for job entry. Some other employers require a high school diploma or equivalent.

Experience: Most employers require or prefer 3-12 months of prior experience. Some are willing to accept training as a substitute for experience. Some other employers do not require prior experience.

Training: Formal training and a license are only the first steps in a career that requires years of continuing education. Because hairstyles change, new products are developed, and services expand to meet clients' needs, these workers must keep abreast of the latest fashions and beauty techniques. They attend training at salons, cosmetology schools, or product shows. Through workshops and demonstrations of the latest techniques, industry representatives introduce them to a wide range of products and services. As retail sales become an increasingly important part of salons' revenue, the ability to be an effective salesperson becomes vital for salon workers.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Medium. There are approximately 795 – 970 Hairdressers, Hairstylists, and Cosmetologists currently employed in Contra Costa County. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. About 15-20 job openings are projected per year due to a net increase in occupation size. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Hairdressers, Hairstylists, and Cosmetologists is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Jobs are found in beauty and hairstyling shops, and department stores with hair salons. Nationwide, approximately half of these workers are self-employed. Many own their own salon, but a growing number lease booth space or a chair from the salon's owner. Nationally, about 46% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Many also fill openings by hiring walk-in applicants and/or recruit applicants through newspaper advertisements. Some fill openings by hiring referrals schools and training programs.

Career Advancement: Promotions may lead to management positions. Communication and customer service skills may be important for career advancement. Knowledge of up-to-date cutting and styling techniques may also be important.

Important Skills/Work Activities

- administer medications or treatments
- advise clients or customers
- apply make-up
- clean rooms or work areas
- clean, shape, or polish human nails
- conduct training for personnel
- cut or permanently wave hair
- demonstrate goods or services
- direct and coordinate activities of workers or staff
- dress hairpieces according to instructions, samples or sketches
- dress wigs
- maintain appointment calendar
- maintain customer records
- receive customer orders
- schedule meetings or appointments
- shave facial hair
- use barbering techniques
- use cash registers
- use creativity to art or design work
- use hair, cosmetic, or nail care instruments
- use health or sanitation standards
- use massage therapy procedures

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Helpers-Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters

Also known as Hod Carriers.

Description

Help brickmasons, blockmasons, stonemasons, or tile and marble setters by performing duties of lesser skill. Duties include using, supplying or holding materials or tools, and cleaning work area and equipment (SOC 47-3011).

Wages

Non-Union

Range

New Hires/Inexp'd:	\$7.00 - \$10.00/hr (Median: \$9.00/hr)
New Hires/Exp'd:	\$9.00 - \$12.00/hr (Median: \$10.00/hr)
Exp'd/After 3 Years:	\$9.00 - \$17.50/hr (Median: \$15.00/hr)

Union

Range

New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$16.00 - \$35.00/hr (Median: \$23.50/hr)
Exp'd/After 3 Years:	\$18.61 - \$40.00/hr (Median: \$28.00/hr)

A few employers may also provide bonuses.

Hours

Of the employers surveyed, all report that jobs are 35-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■	—
Dental Ins	■■	■■	□
Vision Ins	—	■■	□
Life Ins	—	—	—
Sick Leave	■■	—	□
Vacation	■■■	—	□
Retirement	■■	—	□
Child Care	□	□	□
■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Most employers require a high school diploma or equivalent for job entry. Many other employers are willing to accept less than a high school level education.

Experience: Most employers require or prefer 6-36 months of prior experience. Some are willing to accept training as a substitute for experience. Many other employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a **very good outlook** for job seekers without prior experience, and a **good outlook** for those who are fully experienced. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 205 – 250 Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters Helpers currently employed in Alameda and Contra Costa Counties. Local surveys indicate less than 5% are female. Some jobs are union.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2008. About 10-15 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Helpers-Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: These workers are employed primarily by building, special trade, or general contractors. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals. Some recruit applicants through newspaper advertisements. Some also fill openings by hiring walk-in applicants and/or by hiring union referrals

Career Advancement: Promotions may lead to Brickmason, Bricklayer or Tile Setter positions.

Important Skills/Work Activities

- apply adhesives, caulking, sealants, or coatings
- apply cleaning solvents apply grouting or other masonry adhesives
- assist mechanic, or extractive or construction trades craft worker
- build or repair masonry structures, including kilns or furnaces
- build or repair structures in construction, repair, or manufacturing setting
- clean rooms or work areas
- climb ladders, scaffolding, or utility or telephone poles
- cut or shape stone, tile, brick, or related material
- erect scaffold
- fabricate, assemble, or disassemble manufactured products by hand
- finish concrete surfaces
- install prefabricated building components
- lay or install brick, block, stone, tile, or related masonry material
- mix mortar, grout, slurry, concrete, or related masonry material
- mix paint, ingredients, or chemicals, according to specifications
- move materials or goods between work areas
- move or fit heavy objects
- prepare site or surfaces for concrete or masonry work
- repair cracks, defects, or damage in installed building materials
- repair or replace damaged bricks, tile, or related masonry
- use hand or power tools
- use measuring devices in construction or extraction work

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Helpers-Roofers

Description

Help roofers by performing duties of lesser skill. Duties include using, supplying or holding materials or tools, and cleaning work area and equipment (SOC 47-3016).

Wages

	Range
New Hires/Inexp'd:	\$8.00 - \$12.00/hr (Median: \$10.00/hr)
New Hires/Exp'd:	\$8.00 - \$20.00/hr (Median: \$11.00/hr)
Exp'd/After 3 Years:	\$8.00 - \$23.00/hr (Median: \$12.00/hr)

Hours

Almost all jobs are 30-45 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■	□
Dental Ins	■■	—	—
Vision Ins	■■	—	□
Life Ins	■■	□	□
Sick Leave	■■	□	□
Vacation	■■■	□	□
Retirement	■■	—	□
Child Care	—	□	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Most employers are willing to accept less than a high school level education for job entry. Some other employers require a high school diploma or equivalent.

Experience: Almost all employers do not require prior experience. Some other employers require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and not difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very competitive outlook** for those who are fully experienced. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 155 - 190 Roofer's Helpers currently employed in Alameda and Contra Costa Counties. Local surveys indicate less than 5% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2008. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Helpers-Roofers is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Roofing contractors. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals and/or walk-in applicants. Most also recruit applicants through newspaper advertisements.

Career Advancement: Promotions may lead to Roofer positions. Communication, English language, and work ethic skills may be important for career advancement.

Important Skills/Work Activities

- adhere to safety procedures
- apply adhesives, caulking, sealants, or coatings
- assist mechanic, or extractive or construction trades craft worker
- build or repair structures in construction, repair, or manufacturing setting
- clean equipment or machinery
- clean rooms or work areas
- climb ladders, scaffolding, or utility or telephone poles

- cut, shape, fit, or join wood or other construction materials
- erect scaffold
- fabricate, assemble, or disassemble manufactured products by hand
- install prefabricated building components
- install shingles, tile, slate, asphalt, or related roofing materials
- install siding or sheeting
- move materials or goods between work areas
- move or fit heavy objects
- paint walls or other structural surfaces
- perform safety inspections in construction or resource extraction setting
- read tape measure
- repair cracks, defects, or damage in installed building materials
- use basic carpentry techniques
- use hand or power tools
- use hand or power woodworking tools
- use measuring devices in construction or extraction work

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Hotel, Motel, and Resort Desk Clerks

Also known as Guest Service Representatives.

Description

Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests (SOC 43-4081).

Wages

	Range
New Hires/Inexp'd:	\$6.75 - \$11.00/hr (Median: \$9.00/hr)
New Hires/Exp'd:	\$6.75 - \$12.00/hr (Median: \$9.50/hr)
Exp'd/After 3 Years:	\$9.00 - \$15.00/hr (Median: \$11.00/hr)

Hours

Many jobs are 8-30 hours per week. Many other jobs are 35-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■	■■■	□
Dental Ins	■■	■■■	□
Vision Ins	■■	■■	□
Life Ins	■■	■■	□
Sick Leave	■■	—	□
Vacation	■■■	—	□
Retirement	■■	■■	□
Child Care	□	—	□
■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: Few employers provide benefits.			

Training, Experience, and Other Requirements

Education: Many employers require a high school diploma or equivalent for job entry. Some other employers are willing to accept less than a high school level education.

Experience: Almost all employers do not require prior experience.

Training: Some report that word processing skills are important. Although related training programs are available, new employees in this occupation typically learn their job tasks through on-the-job training under the guidance of a supervisor or an experienced clerk. They often need additional training in how to use the computerized reservation, room assignment, and billing systems and equipment. Most clerks continue to receive instruction on new procedures and company policies after their initial training ends.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Small. There are approximately 195 - 235 Hotel, Motel, and Resort Desk Clerks currently employed in Contra Costa County. Local surveys indicate about 65% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2008. Less than 10 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Hotel, Motel, and Resort Desk Clerks is expected to grow faster than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Hotels, motels, and inns. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring walk-in applicants and/or employee referrals. Some fill openings through in-house promotion or transfer.

Career Advancement: Promotions may lead to Front Desk Manager or Front Office Manager positions. Customer service skills may be important for career advancement.

Important Skills/Work Activities

- provide guests with assistance
 - receive customer orders
 - take messages
 - use computers to enter, access or retrieve data
 - use knowledge of written communication in sales work
 - use oral or written communication techniques
- Source: O*NET OnLine (<http://www.onetcenter.org/>)
- answer customer or public inquiries
 - calculate monetary exchange
 - collect payment
 - compute financial data
 - fill out business or government forms
 - greet customers, guests, visitors, or passengers
 - maintain account records
 - maintain records, reports, or files
 - make travel reservations
 - provide customer service

Human Resources Managers

Also known as Human Resource Directors or Personnel Managers.

Description

Plan, direct, and coordinate human resource management activities of an organization to maximize the strategic use of human resources and maintain functions such as employee compensation, recruitment, personnel policies, and regulatory compliance (SOC 11-3040).

Wages

	Range
New Hires/Inexp'd:	\$16.78 - \$37.80/hr (Median: \$32.41/hr)
New Hires/Exp'd:	\$19.18 - \$43.60/hr (Median: \$35.96/hr)
Exp'd/After 3 Years:	\$23.97 - \$61.87/hr (Median: \$40.75/hr)

A few employers may also provide bonuses.

Hours

Almost all jobs are 40-50 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■■	□
Dental Ins	■■■■	■■	—
Vision Ins	■■■	■■	—
Life Ins	■■■■	—	—
Sick Leave	■■■■■	□	□
Vacation	■■■■■■	□	□
Retirement	■■■	■■	—
Child Care	□	—	□
■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Most employers require a bachelor degree for job entry. Some other employers require a graduate degree.

Experience: Many employers require or prefer 5-10 years of prior experience. Many others require or prefer 2-4 years of prior experience.

Training: Of the employers surveyed, all report that word processing and spreadsheet skills are important. Most also report that database skills are important. These jobs require the ability to work with individuals as well as a commitment to organizational goals. This field also demands some skills that may be developed elsewhere, including computers, selling, teaching, supervising, and volunteering. Entry-level workers often enter formal or on-the-job training programs in which they learn how to classify jobs, interview applicants, or administer employee benefits. Later they are assigned to specific areas in the personnel or human resources department to gain experience. Finally, they may advance to a managerial position where they oversee the company's compensation or training program, for example.

Supply/Demand Assessment

Employers generally report that it is not difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a **very competitive outlook** for job seekers without prior experience, and a **good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 535 - 655 Human Resources Managers currently employed in Contra Costa County. Local surveys indicate about 65% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Human Resources Managers is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Human Resources Managers are employed in virtually every industry. Nationwide, about 90% of salaried jobs are found in the private sector, while the remaining 10% are found in the public sector. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through internet job listings. Many also fill openings through in-house promotion or transfer and/or recruit applicants through trade journals. Some recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees and/or private employment agencies.

Career Advancement: Promotions may lead to higher level management positions. Interpersonal skills may be important for career advancement.

Important Skills/Work Activities

- advise department managers in personnel matters
- advise management or labor union officials on labor relation issues
- analyze data to identify personnel problems
- analyze operational or management reports or records
- analyze organizational operating practices or procedures
- assess staff or applicant skill levels
- assign work to staff or employees
- categorize occupational, educational, or employment information
- compile information on findings from investigation of accidents
- compile numerical or statistical data
- conduct or attend staff meetings
- consult with managerial or supervisory personnel
- develop job evaluation programs
- develop policies, procedures, methods, or standards
- develop records management system
- develop staff policies or staffing plan
- develop wage systems for workers
- direct and coordinate activities of workers or staff
- establish employee performance standards
- establish recruiting procedures
- evaluate information from employment interviews
- evaluate performance of employees or contract personnel
- evaluate personnel benefits policies
- execute employee bargaining agreements
- explain rules, policies or regulations
- forecast departmental personnel requirements
- hire, discharge, transfer, or promote workers
- implement employee bargaining agreements
- implement employee benefit plans
- implement employee compensation plans
- implement recruiting procedures
- interview job applicants
- maintain file of job openings
- maintain job descriptions
- manage contracts
- monitor operational budget
- negotiate labor agreements
- obtain information from individuals
- orient new employees
- oversee execution of organizational or program policies
- prepare or maintain employee records
- prepare reports for management
- recommend personnel actions, such as promotions, transfers, and dismissals
- recruit employees
- resolve personnel problems or grievances
- resolve worker or management conflicts
- seek out applicants to fill job openings
- use conflict resolution techniques
- use interpersonal communication techniques
- use interviewing procedures
- use knowledge of employee classification system
- use negotiation techniques

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2003: 15 employers surveyed representing 18 employees in this occupation.

Insulation Workers, Floor, Ceiling and Wall

Description

Line and cover structures with insulating materials. May work with batt, roll, or blown insulation materials (SOC 47-2131).

Wages

<u>Union</u>	<u>Range</u>
New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$15.05 - \$20.00/hr (Median: \$18.23/hr)
Exp'd/After 3 Years:	\$25.00 - \$38.83/hr (Median: \$30.08/hr)

<u>Non-Union</u>	<u>Range</u>
New Hires/Inexp'd:	\$9.00 - \$15.00/hr (Median: \$11.01/hr)
New Hires/Exp'd:	\$10.00 - \$16.00/hr (Median: \$13.00/hr)
Exp'd/After 3 Years:	\$10.00 - \$24.00/hr (Median: \$20.82/hr)

Hours

Most jobs are 35-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■	■■■	□
Dental Ins	■■	■■■	□
Vision Ins	—	■■	□
Life Ins	■■	□	□
Sick Leave	■■■	—	□
Vacation	■■■■	—	□
Retirement	■■	■■■	□
Child Care	□	□	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as contractors; contact the Contractors State License Board at 916-255-3900 for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Some other employers are willing to accept less than a high school level education.

Experience: Most employers require or prefer 6-48 months of prior experience. Some are willing to accept training as a substitute for experience. Some other employers do not require prior experience.

Training: Most Insulation Workers learn their trade informally on the job, although some workers complete formal apprenticeship programs. For entry jobs, insulation contractors prefer high school graduates who are in good physical condition and licensed to drive. High school courses in blueprint reading, shop math, science, sheet-metal layout, woodworking, and general construction provide a helpful background. Applicants seeking apprenticeship positions must have a high school diploma or its equivalent, and be at least 18 years old.

Supply/Demand Assessment

Employers generally report that it is not difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a **very competitive outlook** for job seekers without prior experience, and a **good outlook** for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Small. There are approximately 600 - 735 Insulation Workers currently employed in Alameda and Contra Costa Counties. Local surveys indicate less than 5% are female. Most jobs are union.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2008. About 10-15 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Insulation Workers is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Most Insulation Worker work for insulation or other construction trades contractors. Nationwide, small numbers of these workers are employed by the Federal Government, in wholesale trade, and in shipbuilding and other manufacturing industries that have extensive installations for power, heating, and cooling. It is possible that most insulation work is not performed by Insulation Workers per se; rather, most insulation work may be performed by Carpenters, Heating and Air-conditioning Installers, and Drywall Installers. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Many employers fill openings by hiring employee referrals and/or union referrals. Some also recruit applicants through internet job listings.

Career Advancement: Promotions may lead to supervisory positions, including Foreman.

Important Skills/Work Activities

- adhere to safety procedures
- apply adhesives, caulking, sealants, or coatings
- build or repair structures in construction, repair, or manufacturing setting
- climb ladders, scaffolding, or utility or telephone poles
- cut, shape, fit, or join wood or other construction materials

- erect scaffold
- fabricate, assemble, or disassemble manufactured products by hand
- install insulating materials
- load, unload, or stack containers, materials, or products
- measure and mark reference points or cutting lines on workpieces
- move or fit heavy objects
- operate power construction equipment
- read blueprints
- read tape measure
- read work order, instructions, formulas, or processing charts
- select insulation materials
- understand construction specifications
- use hand or power tools
- use hazardous materials information
- use measuring devices in construction or extraction work

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Insurance Sales Agents

Description

Sell life, property, casualty, health, automotive, or other types of insurance. May refer clients to independent brokers, work as independent broker, or be employed by an insurance company (SOC 41-3021).

Wages

	Range
New Hires/Inexp'd:	\$10.00 - \$15.34/hr (Median: \$12.15/hr)
New Hires/Exp'd:	\$10.00 - \$38.36/hr (Median: \$20.73/hr)
Exp'd/After 3 Years:	\$10.00 - \$50.47/hr (Median: \$28.77/hr)

Some employees may also receive commissions.

Hours

Almost all jobs are 35-60 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■■	—
Dental Ins	■■	■■	■■
Vision Ins	■■	■■	—
Life Ins	■■■	■■	—
Sick Leave	■■■■	■■	—
Vacation	■■■■	■■	—
Retirement	—	■■■■	—
Child Care	□	□	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Department of Insurance at 916-322-3555 for licensing information.

Education: Many employers require a bachelor degree for job entry. Some other employers are willing to accept a high school diploma or equivalent.

Experience: Most employers require or prefer 1-10 years of prior experience. Some are willing to accept training as a substitute for experience. Some other employers do not require prior experience.

Training: Most employers report that word processing and spreadsheet skills are important. As the diversity of financial products sold by Insurance Sales Agents increases, employers are placing greater emphasis on continuing professional education. It is important for agents to keep up to date with issues concerning their clients. For example, changes in tax laws, government benefits programs, and other State and Federal regulations can affect the insurance needs of their clients and the way the agents conduct business. Agents can enhance their selling skills and broaden their knowledge of insurance and other financial services by taking courses at colleges and universities and by attending institutes, conferences, and seminars sponsored by insurance organizations.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 900 – 1,100 Insurance Sales Agents currently employed in Contra Costa County. Local surveys indicate about 35% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. Less than 10 job openings are projected per year due to a net increase in occupation size. About 25-30 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Insurance Sales Agents is expected to grow slower than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Most Insurance Sales Agents are employed by insurance agencies. A decreasing number work directly for insurance carriers; most of these are employed by life insurance companies, while a smaller number work for property, casualty, and medical and health insurance companies. Although most agents specialize in life and health or property and casualty insurance, a growing number sell all lines of insurance. An increasing number of agents work for banking institutions, nondepository institutions, or security and commodity brokers as more of these types of institutions have begun to sell insurance policies. Nationally, about 32% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Many also recruit applicants through newspaper advertisements. Some fill openings by hiring referrals from private employment agencies.

Career Advancement: Promotions may lead to management positions. Communication and sales skills may be important for career advancement.

Important Skills/Work Activities

- access media advertising services
- calculate insurance premiums or awards
- calculate rates for organization's products or services
- communicate visually or verbally
- compute financial data
- conduct sales presentations
- determine customer needs
- evaluate degree of financial risk
- fill out business or government forms
- follow contract, property, or insurance laws
- inspect property
- install computer programs
- interview customers
- maintain records, reports, or files
- make decisions
- make presentations
- motivate people
- obtain information from individuals
- provide customer service
- sell insurance policies
- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use interpersonal communication techniques
- use knowledge of written communication in sales work
- use marketing techniques
- use telephone communication techniques
- use word processing or desktop publishing software

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Janitors and Cleaners, Except Maids and Housekeepers

Also known as Custodians.

Description

Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk (SOC 37-2011).

Wages

<u>Union</u>	<u>Range</u>
New Hires/Inexp'd:	\$8.00 - \$15.71/hr (Median: \$12.77/hr)
New Hires/Exp'd:	\$8.50 - \$15.91/hr (Median: \$14.71/hr)
Exp'd/After 3 Years:	\$14.08 - \$19.10/hr (Median: \$16.60/hr)

<u>Non-Union</u>	<u>Range</u>
New Hires/Inexp'd:	\$6.75 - \$11.99/hr (Median: \$8.00/hr)
New Hires/Exp'd:	\$6.75 - \$17.00/hr (Median: \$10.00/hr)
Exp'd/After 3 Years:	\$8.63 - \$12.95/hr (Median: \$10.50/hr)

A few employers may also provide bonuses.

Hours

Most jobs are 37-48 hours per week. Some jobs are temporary/on-call or part-time, ranging from 20-36 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■	□
Dental Ins	■■■	■■	—
Vision Ins	■■■	■■	—
Life Ins	■■■	■■	□
Sick Leave	■■■■■	□	□
Vacation	■■■■■■	□	□
Retirement	■■■	■■	—
Child Care	□	□	□
■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: Some employers provide a paid vacation. Some employers also share the cost of medical insurance.			

Training, Experience, and Other Requirements

Education: Most employers are willing to accept less than a high school level education for job entry. Some other employers require a high school diploma or equivalent.

Experience: Most employers do not require prior experience. Many other employers require prior experience.

Training: No special education is required for most janitorial jobs, but beginners should know simple arithmetic and be able to follow instructions. High school shop courses are helpful for jobs involving repair work. Most Janitors learn their skills on-the-job. Usually, beginners work with an experienced Janitor, doing routine cleaning. As they gain more experience, they are assigned more complicated tasks.

Supply/Demand Assessment

Employers generally report that it is not difficult to find experienced applicants who meet their hiring standards. This indicates a **very competitive outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Very large. There are approximately 7,905 – 9,660 Janitors and Cleaners currently employed in Alameda County. Local surveys indicate about 25% are female. Most jobs are union.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. About 75-95 job openings are projected per year due to a net increase in occupation size. About 145-175 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Janitors and Cleaners, except Maids and Housekeepers is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Nationwide, Janitors make up about 56% of all building cleaning workers. About 28% of all Janitors work for janitorial firms that supply building maintenance services on a contract basis; 20% work directly for educational institutions; and 3% work directly for hotels. Other employers include hospitals, restaurants, religious institutions, manufacturing firms, government agencies, and operators of apartment buildings, office buildings, and other types of real estate. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Many employers fill openings by hiring walk-in applicants. Many also fill openings by hiring employee referrals, recruit applicants through newspaper advertisements, and/or internet job listings. Some fill openings through in-house promotion or transfer.

Career Advancement: Promotions may lead to supervisory positions. Communication and leadership skills may be important for career advancement.

Important Skills/Work Activities

- apply cleaning solvents
- arrange decorations or furniture for banquets or social functions
- clean equipment or machinery
- clean or wax floors
- clean rooms or work areas
- control HVAC equipment
- drive automobile, van, or light truck
- maintain physical building or grounds of property
- make minor repairs to mechanical equipment
- mix paint, ingredients, or chemicals, according to specifications
- move or fit heavy objects
- operate cleaning equipment
- operate forklift
- operate tractor with accessories or attachments
- paint walls or other structural surfaces
- remove stains from fabric or carpet
- requisition stock, materials, supplies or equipment
- sterilize or clean laboratory or healthcare equipment
- tend boilers or related equipment
- use basic plumbing techniques
- use building materials for routine building maintenance
- use hand or power tools
- use herbicides, fertilizers, pesticides or related products
- use portable hand spray equipment
- use power mower

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Maids and Housekeeping Cleaners

Also known as Room Attendants.

Description

Perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels, restaurants, and hospitals, in a clean and orderly manner. Duties include making beds, replenishing linens, cleaning rooms and halls, and vacuuming (SOC 37-2012).

Wages

<u>Non-Union</u>	<u>Range</u>
New Hires/Inexp'd:	\$7.25 - \$8.00/hr (Median: \$8.00/hr)
New Hires/Exp'd:	\$7.19 - \$8.75/hr (Median: \$8.25/hr)
Exp'd/After 3 Years:	\$7.19 - \$10.00/hr (Median: \$9.25/hr)
<u>Union</u>	<u>Range</u>
New Hires/Inexp'd:	\$8.53 - \$10.00/hr (Median: \$9.19/hr)
New Hires/Exp'd:	\$8.53 - \$19.25/hr (Median: \$10.60/hr)
Exp'd/After 3 Years:	\$9.00 - \$19.78/hr (Median: \$13.07/hr)

Some employers may also provide bonuses.

Hours

Most jobs are 30-40 hours per week. Some jobs are temporary/on-call or part-time, ranging from 16-32 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	—	■■■■■	□
Dental Ins	—	■■■■■	□
Vision Ins	—	■■■■■	□
Life Ins	■■	■■■	□
Sick Leave	■■■■	■■	□
Vacation	■■■■	■■	□
Retirement	—	■■■	—
Child Care	□	□	—
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: Most employers share the cost of a retirement plan, medical insurance, dental insurance, and vision insurance. Many also share the cost of life insurance. Some share the cost of sick leave and vacation.			

Training, Experience, and Other Requirements

Education: Many employers are willing to accept less than a high school level education for job entry. Many other employers require a high school diploma or equivalent.

Experience: Most employers do not require prior experience. Some other employers require prior experience.

Training: No special education is required for most of these jobs, but beginners should know simple arithmetic and be able to follow instructions. Most Maids learn their skills on the job. Usually, beginners work with an experienced Maid, doing routine cleaning. As they gain more experience, they are assigned more complicated tasks.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Large. There are approximately 3,150 – 3,850 Maids and Housekeeping Cleaners currently employed in Alameda County. Local surveys indicate about 70% are female. Most jobs are union.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2008. About 60-70 job openings are projected per year due to a net increase in occupation size. About 70-85 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Maids and Housekeeping Cleaners is expected to grow slower than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: About 25% of all Maids are employed by hotels and other lodging places; 8% are employed by hospitals; and 6% are employed by nursing and personal care facilities. Other employers include religious organizations and residential care facilities. Nationally, about 4% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals and/or walk-in applicants. Many also recruit applicants through newspaper advertisements. Some fill openings through in-house promotion or transfer.

Career Advancement: Promotions may lead to supervisory positions. Communication skills may be important for career advancement.

Important Skills/Work Activities

- apply cleaning solvents
- arrange decorations or furniture for banquets or social functions
- assign work to staff or employees
- assist patient with dressing, undressing, grooming, or bathing
- attend to or care for children
- clean linens
- clean or wax floors
- clean rooms or work areas
- cook meals
- explain work orders, specifications, or work techniques to workers
- feed or water animals
- groom animals
- maintain records, reports, or files
- move or fit heavy objects
- operate cleaning equipment
- order or purchase supplies, materials, or equipment
- plan menus
- remove stains from fabric or carpet
- serve food or beverages
- sort articles for laundry or dry cleaning
- stock or organize goods

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Network and Computer Systems Administrators

Description

Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures (SOC 15-1071).

Wages

	Range
New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$9.59 - \$38.87/hr (Median: \$24.93/hr)
Exp'd/After 3 Years:	\$14.38 - \$45.55/hr (Median: \$31.16/hr)

Many employers may also provide bonuses.

Hours

Of the employers surveyed, all report that jobs are 37-55 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■■	■■	□
Dental Ins	■■■■	■■	□
Vision Ins	■■■■	■	—
Life Ins	■■■■■	—	□
Sick Leave	■■■■■	□	□
Vacation	■■■■■	□	□
Retirement	■	■■■	■■■
Child Care	□	□	■■■
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Many employers require a bachelor degree for job entry. Many other employers are willing to accept an associate degree. A few employers are willing to accept a high school diploma or equivalent.

Experience: Of the employers surveyed, all report that they require or prefer 1-5 years of prior experience.

Training: Of the employers surveyed, all report that word processing and spreadsheet skills are important. Most also report that database and desktop publishing skills are important. Entry-level Network and Computer Systems Administrators are typically involved in routine maintenance and monitoring of computer systems. After gaining experience and expertise, they often are able to advance to more senior-level positions in which they take on more responsibilities. For example, a senior Network and Computer Systems Administrator may present recommendations to management on matters related to a company's network. They may also translate the needs of an organization into a set of technical requirements, based on the available technology. Some administrators may also function as software engineers, designing systems or networks, usually in addition to day-to-day administration duties.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Medium. There are approximately 2,645 – 3,235 Network and Computer Systems Administrators currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 10% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2008. About 90-110 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Network and Computer Systems Administrators is expected to grow much faster than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Although Network and Computer Systems Administrators work in a wide range of industries, about one-third are employed by business services industries, principally computer and data processing services. Other industries that employed substantial numbers of these workers include banks, government agencies, insurance companies, educational institutions, and wholesale and retail vendors of computers, office equipment, appliances, and home electronic equipment. Employers range from start-up companies to established industry leaders. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through internet job listings. Many also fill openings by hiring employee referrals and/or recruit applicants through newspaper advertisements. Some fill openings through in-house promotion or transfer. A few fill openings by hiring referrals from colleges and universities.

Career Advancement: Promotions may lead to Systems Engineers or management positions.

Important Skills/Work Activities

- adjust computer operation system
- communicate technical information
- conduct computer diagnostics to determine nature of problems
- confer with personnel to discuss security violations or programming
- develop policies, procedures, methods, or standards
- evaluate computer system user requests or requirements
- follow confidentiality procedures
- follow data security procedures
- identify appropriate software for project
- install electronic equipment, components, or systems
- install security measures
- maintain or repair computers or related equipment
- monitor use of computer data files to safeguard information
- obtain information from individuals
- perform minor repairs to hardware, software, or peripheral equipment
- plan computer security measures
- prepare instruction manuals
- provide technical support to computer users
- revise or correct errors in computer programs, software, or systems
- test computer programs or systems
- train workers in use of computer and related equipment
- understand computer equipment operating manuals
- understand technical information for electronic repair work
- use computers to enter, access or retrieve data
- use interpersonal communication techniques
- use knowledge of investigation techniques
- use precision tools in electronics repair
- use spreadsheet software
- use word processing or desktop publishing software

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Office Clerks, General

Includes Administrative Assistants.

Description

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing (SOC 43-9061).

Wages

	Range
New Hires/Inexp'd:	\$9.00 - \$13.00/hr (Median: \$10.00/hr)
New Hires/Exp'd:	\$9.59 - \$19.18/hr (Median: \$13.00/hr)
Exp'd/After 3 Years:	\$10.07 - \$20.20/hr (Median: \$15.42/hr)

Some employers may also provide bonuses.

Hours

Most jobs are 40 hours per week. Some jobs are 20-30 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■■	<input type="checkbox"/>
Dental Ins	■■■	■■■	<input type="checkbox"/>
Vision Ins	■■■	■■■	<input type="checkbox"/>
Life Ins	■■■	■■	<input type="checkbox"/>
Sick Leave	■■■■	■■	<input type="checkbox"/>
Vacation	■■■■	■■	<input type="checkbox"/>
Retirement	■■	■■■	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	—	<input type="checkbox"/>
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: Few employers provide benefits.			

Training, Experience, and Other Requirements

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Most employers require or prefer 6-36 months of prior experience. A few are willing to accept training as a substitute for experience. Some other employers do not require prior experience.

Training: Almost all employers report that word processing and spreadsheet skills are important. Many also report that database skills are important. Although most General Office Clerk jobs are entry-level administrative support positions, some previous office or business experience may be needed. Some employers require typing, basic computer skills, and other general office skills. Familiarity with computer word-processing software and applications is becoming increasingly important. Training for this occupation is available through business education programs offered in high schools, community and junior colleges, and postsecondary vocational schools. Courses in word processing, other computer applications, and office practices are particularly helpful.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and not difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very competitive outlook** for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Very large. There are approximately 17,110 – 20,910 General Office Clerks currently employed in Alameda County. Local surveys indicate about 80% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. About 175-215 job openings are projected per year due to a net increase in occupation size. About 335-410 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of General Office Clerks is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Nationwide, most General Office Clerks are employed in relatively small businesses. Although these businesses are found in every sector of the economy, more than 60 percent work in the services industries, or in wholesale or retail trade industries. Nationally, less than 1% are self-employed. Many jobs are union.

Methods Used to Fill Job Openings: Most employers recruit applicants through internet job listings. Some also recruit applicants through newspaper advertisements, fill openings by hiring referrals from private employment agencies, and/or employee referrals. A few employers fill openings by hiring referrals from the Employment Development Department.

Career Advancement: Promotions may lead to higher level clerical positions such as Accounting Clerk. Computer and communications skills may be important for career advancement.

Important Skills/Work Activities

- answer calls using switchboard
- answer customer or public inquiries
- communicate with customers or employees to disseminate information
- compile itinerary of planned meetings or activities
- complete patient insurance forms
- date stamp messages, mail, or other information
- enter time sheet information
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- index information resources
- maintain account records
- maintain appointment calendar
- maintain inventory of office forms
- maintain legal forms
- maintain records, reports, or files
- maintain telephone logs
- measure, weigh, or count products or materials
- obtain information from individuals
- organize legal information or records
- prepare travel vouchers
- process invoices
- provide customer service
- route multi-line telephone calls
- select software for clerical activities
- sort books, publications, or other items
- sort mail letters or packages
- take dictation
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- use computers to enter, access or retrieve data
- use library or online Internet research techniques
- use oral or written communication techniques
- use relational database software
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Plumbers, Pipefitters, and Steamfitters

Description

Assemble, install, alter, and repair pipelines or pipe systems that carry water, steam, air, or other liquids or gases. May install heating and cooling equipment and mechanical control systems (SOC 47-2152).

Wages

<u>Non-Union</u>	<u>Range</u>
New Hires/Inexp'd:	\$7.50 - \$18.00/hr (Median: \$9.00/hr)
New Hires/Exp'd:	\$12.00 - \$28.17/hr (Median: \$18.00/hr)
Exp'd/After 3 Years:	\$15.00 - \$32.61/hr (Median: \$23.00/hr)

<u>Union</u>	<u>Range</u>
New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$12.00 - \$50.36/hr (Median: \$23.85/hr)
Exp'd/After 3 Years:	\$22.17 - \$50.36/hr (Median: \$37.00/hr)

A few employers may also provide bonuses.

Hours

Almost all jobs are 38-50 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■ ■	■ ■ ■	□
Dental Ins	—	■ ■ ■ ■	□
Vision Ins	■ ■	■ ■ ■	□
Life Ins	—	■ ■	□
Sick Leave	■ ■	□	□
Vacation	■ ■ ■	—	□
Retirement	■ ■	■ ■ ■	—
Child Care	□	□	—
■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ ■ = Most (60-79%) ■ ■ ■ = Many (40-59%) ■ ■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as contractors; contact the Contractors State License Board at 916-255-3900 for licensing information.

Education: Almost all employers require a high school diploma or equivalent for job entry. Some other employers are willing to accept less than a high school level education.

Experience: Most employers require or prefer 2-5 years of prior experience. Many are willing to accept training as a substitute for experience. Some other employers do not require prior experience.

Training: Apprenticeships—both union and nonunion—consist of 4 or 5 years of on-the-job training, in addition to at least 144 hours per year of related classroom instruction. On the job, apprentices first learn basic skills, such as identifying grades and types of pipe, using the tools of the trade, and how to safely unload materials. As apprentices gain experience, they learn how to work with various types of pipe and how to install different piping systems and plumbing fixtures.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Large. There are approximately 3,075 – 3,760 Plumbers, Pipefitters, and Steamfitters currently employed in Alameda and Contra Costa Counties. Local surveys indicate less than 5% are female. Some jobs are union.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2008. About 75-90 job openings are projected per year due to a net increase in occupation size. About 50-65 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Plumbers, Pipefitters, and Steamfitters is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Nationwide, about 52 percent work for plumbing, heating, and air conditioning contractors engaged in new construction, repair, modernization, or maintenance work. Others do maintenance work for a variety of industrial, commercial, and government employers. Nationally, about 12% are self-employed.

Methods Used to Fill Job Openings: Of the employers surveyed, all report that they fill openings by hiring employee referrals. Most also fill openings by hiring walk-in applicants. Many recruit applicants through newspaper advertisements. Some fill openings by hiring union referrals.

Career Advancement: Promotions may lead to Foreman or Project Manager positions. Interpersonal skills may be important for career advancement.

Important Skills/Work Activities

- apply adhesives, caulking, sealants, or coatings
- assemble and install pipe sections, fittings, or plumbing fixtures
- build or repair structures in construction, repair, or manufacturing setting
- cut, bend, or thread pipe for gas, air, hydraulic, or water lines
- determine installation, service, or repair needed
- determine material or tool requirements
- determine project methods and procedures
- estimate time or cost for installation, repair, or construction projects
- fabricate, assemble, or disassemble manufactured products by hand
- install underground storm, sanitation, or water piping systems
- lay out piping systems
- measure and mark reference points or cutting lines on workpieces
- move or fit heavy objects
- pressure test piping system or equipment for leaks
- read blueprints
- read specifications
- read tape measure
- read technical drawings
- repair or replace gas, steam, sewer, or water piping or fixtures
- understand construction specifications

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Receptionists and Information Clerks

Description

Answer inquiries and obtain information for general public, customers, visitors, and other interested parties. Provide information regarding activities conducted at establishment; location of departments, offices, and employees within organization (SOC 43-4171).

Wages

	Range
New Hires/Inexp'd:	\$7.00 - \$15.97/hr (Median: \$10.61/hr)
New Hires/Exp'd:	\$7.00 - \$17.26/hr (Median: \$12.00/hr)
Exp'd/After 3 Years:	\$8.12 - \$18.22/hr (Median: \$14.25/hr)

Hours

Many jobs are 36-40 hours per week. Some jobs are 20-26 hours per week. Some other jobs are temporary/on-call, ranging from 4-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■■	<input type="checkbox"/>
Dental Ins	■■	■■■	—
Vision Ins	■■■	■■	—
Life Ins	■■■	■■■	<input type="checkbox"/>
Sick Leave	■■■■■	—	<input type="checkbox"/>
Vacation	■■■■■	—	<input type="checkbox"/>
Retirement	■■	■■■	—
Child Care	<input type="checkbox"/>	—	<input type="checkbox"/>
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) <input type="checkbox"/> = None (0) — = Insufficient Data			
For Part Time Employees: Few employers provide benefits.			

Training, Experience, and Other Requirements

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Almost all employers require or prefer 3-18 months of prior experience. Some are willing to accept training as a substitute for experience.

Training: Most employers report that word processing skills are important. Some also report that spreadsheet skills are important. Receptionists usually receive on-the-job training, which may include procedures for greeting visitors, operating telephone, and computer systems, and distributing mail, fax, and parcel deliveries.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%). This turnover rate does not include temporary or on-call employment.

Size of Occupation

Very large. There are approximately 3,140 – 3,840 Receptionists and Information Clerks currently employed in Contra Costa County. Local surveys indicate about 80% are female. Almost all jobs are union.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2008. About 75-90 job openings are projected per year due to a net increase in occupation size. About 70-90 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Receptionists and Information Clerks is expected to grow faster than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Nationwide, almost two-thirds of all Receptionists work in services industries, and a little less than half of these are employed in the health services industry in doctors' and dentists' offices, hospitals, nursing homes, urgent care centers, surgical centers, and clinics. Manufacturing, wholesale and retail trade, government, and real estate industries also employ large numbers of Receptionists. Temporary staffing agencies employs about 9%. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Many also recruit applicants through internet job listings and/or newspaper advertisements. Some fill openings by hiring referrals from schools and colleges, walk-in applicants and/or through in-house promotion or transfer.

Career Advancement: Promotions may lead to higher level clerical positions, including Accounting Clerk, Secretary, or Administrative Assistant. Customer service, communication, and computer skills may be important for career advancement.

Important Skills/Work Activities

- answer calls using switchboard
- answer questions from employees or public
- arrange teleconference calls
- calculate rates for organization's products or services
- collect payment
- communicate with customers or employees to disseminate information
- develop travel itinerary
- distribute correspondence or mail
- enter time sheet information
- escort group on city or establishment tours
- examine files or documents to obtain information
- explain rules, policies or regulations
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- identify needs of communication-impaired persons
- maintain appointment calendar
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- make presentations
- make travel reservations
- operate business machines
- provide clerical assistance to customers or patients
- resolve customer or public complaints
- route multi-line telephone calls
- schedule meetings or appointments
- schedule or contract meeting facilities
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand second language
- use cash registers
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Recreation Workers

Also known as Recreation Leaders or Recreation Specialists.

Description

Conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. Organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies, taking into account the needs and interests of individual members (SOC 39-9032).

Wages

Non-Union

Range

New Hires/Inexp'd:	\$6.75 - \$8.00/hr (Median: \$7.25/hr)
New Hires/Exp'd:	\$7.00 - \$12.50/hr (Median: \$9.98/hr)
Exp'd/After 3 Years:	\$8.75 - \$15.00/hr (Median: \$12.00/hr)

Union

Range

New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$10.00 - \$22.33/hr (Median: \$10.74/hr)
Exp'd/After 3 Years:	\$11.17 - \$23.45/hr (Median: \$15.47/hr)

Hours

Most jobs are seasonal or temporary/on-call, ranging from 12-40 hours per week. Some jobs are part-time, ranging from 19-25 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■ ■	—	□
Dental Ins	■ ■	—	□
Vision Ins	■ ■	—	□
Life Ins	■ ■	□	□
Sick Leave	■ ■ ■	□	□
Vacation	■ ■ ■	□	□
Retirement	■ ■	—	□
Child Care	□	□	□
■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Note: The above benefit information reflects only 6 of the 15 employers surveyed (i.e., those with full-time employees in this occupation). Few employers provide benefits to their part-time employees.

Training, Experience, and Other Requirements

Education: Many employers are willing to accept less than a high school level education for job entry. Many other employers require a high school diploma or equivalent.

Experience: Many employers require or prefer 6-18 months of prior experience. Many other employers do not require experience.

Training: Some employers report that word processing skills are important. Specialized training or experience in a particular field, such as art, music, drama, or athletics, is an asset for many of these jobs. Some jobs also require certification. For example, a lifesaving certificate is a prerequisite for teaching or coaching water-related activities. Graduates of associate degree programs in parks and recreation, social work, and other human services disciplines also enter some career recreation positions.

Supply/Demand Assessment

Employers generally report that it is not difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a **very competitive outlook** for job seekers without prior experience, and a **good outlook** for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Large. There are approximately 2,010 – 2,455 Recreation Workers currently employed in Alameda County. Local surveys indicate about 55% are female. A few jobs are union.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2008. About 30-35 job openings are projected per year due to a net increase in occupation size. About 40-50 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Recreation Workers is expected to grow faster than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Nationwide, more than one-third of Recreation Workers with year-round jobs work for parks and recreation departments of municipal and county governments. Nearly 1 in 5 work for membership organizations, such as the Boy or Girl Scouts or Red Cross, or work for programs run by social service organizations. Another 1 out of 10 work for nursing and other personal care facilities. The recreation field has an unusually large number of part-time, seasonal, and volunteer jobs. Nationally, about 5% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals, recruit applicants through internet job listings, and/or fill openings by hiring referrals from schools and colleges. Many also recruit applicants through newspaper advertisements. Some fill openings by hiring walk-in applicants.

Career Advancement: Promotions may lead to supervisory positions, including Recreation Leader or Coordinator.

Important Skills/Work Activities

- adapt activities to meet participant needs
- adhere to safety procedures
- complete time or attendance forms
- conduct or attend staff meetings
- coordinate recreational activities
- demonstrate physical activities
- determine customer needs
- direct and coordinate activities of workers or staff
- encourage group participation
- enforce laws, ordinances, or regulations
- evaluate performance of employees or contract personnel
- follow sport rules or techniques
- greet customers, guests, visitors, or passengers
- lead indoor or outdoor games
- lead recreational activities
- maintain relationships with agency personnel or community organizations
- make presentations
- motivate team members to excel
- provide customer service
- resolve behavioral or academic problems
- schedule facility or property maintenance
- schedule guest recreational activities
- schedule or contract meeting facilities
- teach sports rules or techniques
- use conflict resolution techniques
- use facility management techniques
- use first aid procedures
- use interpersonal communication techniques
- use oral or written communication techniques
- use teaching techniques

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Retail Salespersons

Also known as Sales Associates and Sales Clerks.

Description

Sell merchandise, such as furniture, motor vehicles, appliances, or apparel in a retail establishment (SOC 41-2031).

Wages

	Range
New Hires/Inexp'd:	\$7.00 - \$10.00/hr (Median: \$8.00/hr)
New Hires/Exp'd:	\$7.00 - \$24.93/hr (Median: \$11.00/hr)
Exp'd/After 3 Years:	\$8.14 - \$28.77/hr (Median: \$13.99/hr)

Some employers may provide bonuses. A few employees may also receive commissions.

Hours

Most jobs are 30-48 hours per week. Some jobs are 11-32 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■	■■■■	—
Dental Ins	■■	■■■■	—
Vision Ins	■■	■■■	—
Life Ins	■■	■■	—
Sick Leave	■■■	■■	□
Vacation	■■■■	■■	□
Retirement	—	■■■■■	■
Child Care	□	□	■
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			
For Part Time Employees: A few employers provide paid sick leave and paid vacation.			

Training, Experience, and Other Requirements

Education: Most employers require a high school diploma or equivalent for job entry. Some other employers are willing to accept less than a high school level education.

Experience: Most employers do not require prior experience. Some other employers require prior experience.

Training: Some employers report that point of sale (POS) or proprietary software skills are important. Some also report that word processing skills are important. A few report that spreadsheet skills are important. Employers look for people who enjoy working with others and have the tact and patience to deal with difficult customers. Among other desirable characteristics are an interest in sales work, a neat appearance, and the ability to communicate clearly and effectively. The ability to speak more than one language may be helpful for employment in communities where people from various cultures tend to live and shop. Before hiring a Salesperson, some employers may conduct a background check, especially for a job selling high-priced items. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Very large. There are approximately 28,500 – 34,835 Retail Salespersons currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 40% are female.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2008. About 530-650 job openings are projected per year due to a net increase in occupation size. About 1,145-1,395 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Retail Salespersons is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Retail Salespersons work in stores ranging from small specialty shops employing a few workers, to giant department stores with hundreds of Salespersons. The largest employers for this occupation are department stores, clothing and accessories stores, furniture and home furnishing stores, and motor vehicle dealers. This occupation offers many opportunities for part-time work and is especially appealing to students, retirees, and others looking to supplement their income. However, most of those selling "big-ticket" items, such as cars, jewelry, furniture, and electronic equipment, work full-time and have substantial experience. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Many employers fill openings by hiring employee referrals and/or recruit applicants through newspaper advertisements. Some fill openings by hiring walk-in applicants and/or through in-house promotion or transfer. Some also recruit applicants through internet job listings. A few fill openings by hiring referrals from colleges and universities and/or by using a store sign.

Career Advancement: Promotions may lead to supervisory or management positions, including Sales Supervisor, Department Head, or Sales Manager. Communication, interpersonal, and sales skills may be important for career advancement.

Important Skills/Work Activities

- advise clients or customers
- answer customer or public inquiries
- arrange merchandise display
- assemble advertising displays
- authorize credit charges
- calculate rates for organization's products or services
- clean rooms or work areas
- demonstrate goods or services
- determine specifications
- estimate cost for repair services
- estimate materials or labor requirements
- greet customers, guests, visitors, or passengers
- identify best product for customer's needs
- inspect merchandise to determine value
- inspect products or materials for damage, defects, or shortages
- maintain records, reports, or files
- measure customer for size
- measure, weigh, or count products or materials
- obtain information from individuals
- prepare bank deposits
- price merchandise
- process credit transaction
- provide customer service
- sell insurance policies
- sell merchandise
- stock or organize goods
- use cash registers
- use computers to enter, access or retrieve data
- use industry terms or concepts
- use knowledge of metric system
- use knowledge of sales contracts
- use oral or written communication techniques
- use sales techniques

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Roofers

Description

Cover roofs of structures with shingles, slate, asphalt, aluminum, wood, and related materials. May spray roofs, sidings, and walls with material to bind, seal, insulate, or soundproof sections of structures (SOC 47-2181).

Wages

	Range
New Hires/Inexp'd:	\$10.00 - \$19.18/hr (Median: \$10.00/hr)
New Hires/Exp'd:	\$10.00 - \$20.00/hr (Median: \$18.00/hr)
Exp'd/After 3 Years:	\$20.00 - \$25.00/hr (Median: \$23.00/hr)

Some employees may work on a piece rate basis.

Hours

Almost all jobs are 35-45 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■	□
Dental Ins	■■	—	□
Vision Ins	■■	—	□
Life Ins	■■	—	□
Sick Leave	■■	□	□
Vacation	■■■	□	□
Retirement	■■	—	□
Child Care	—	□	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as contractors; contact the Contractors State License Board at 916-255-3900 for licensing information.

Education: Almost all employers are willing to accept less than a high school level education for job entry.

Experience: Almost all employers require or prefer 1-5 years of prior experience. Some are willing to accept training as a substitute for experience.

Training: Most Roofers acquire their skills informally by working as helpers for experienced roofers. They start by carrying equipment and material, and erecting scaffolds and hoists. Within a few months, they are taught to measure, cut, and fit roofing materials. Later, they are taught to lay asphalt or fiberglass shingles. Because some roofing materials are used infrequently, it can take several years to get experience working on all the various types of roofing applications. Some Roofers learn their craft through what is typically a 3-year formal apprenticeship program. On-the-job training for apprentices is similar to that for helpers, except that the apprenticeship program is more structured. Apprentices also learn to dampproof and waterproof walls.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Medium. There are approximately 2,060 – 2,520 Roofers currently employed in Alameda and Contra Costa Counties. Local surveys indicate less than 5% are female. Many jobs are union.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2008. About 65-80 job openings are projected per year due to a net increase in occupation size. About 50-60 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Roofers is expected to grow about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Roofing contractors. Nationally, about 28% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Most also fill openings by hiring walk-in applicants. Many recruit applicants through newspaper advertisements. Some fill openings through in-house promotion or transfer.

Career Advancement: Promotions may lead to Foreman or other supervisory positions. Promotions may also lead to Superintendent positions. Communication and English language skills may be important for career advancement.

Important Skills/Work Activities

- adhere to safety procedures
- apply adhesives, caulking, sealants, or coatings
- build or repair structures in construction, repair, or manufacturing setting
- clean equipment or machinery
- clean rooms or work areas
- climb ladders, scaffolding, or utility or telephone poles

- cut, shape, fit, or join wood or other construction materials
- determine installation, service, or repair needed
- determine material or tool requirements
- erect scaffold
- estimate time or cost for installation, repair, or construction projects
- fabricate, assemble, or disassemble manufactured products by hand
- install prefabricated building components
- install shingles, tile, slate, asphalt, or related roofing materials
- install siding or sheeting
- move or fit heavy objects
- paint walls or other structural surfaces
- perform safety inspections in construction or resource extraction setting
- read tape measure
- repair cracks, defects, or damage in installed building materials
- use basic carpentry techniques
- use hand or power tools
- use hand or power woodworking tools
- use measuring devices in construction or extraction work
- use oral or written communication techniques

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products

Also known as Account Representatives.

Description

Sell goods for wholesalers or manufacturers to businesses or groups of individuals. Work requires substantial knowledge of items sold (SOC 41-4012).

Wages

	Range
New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$9.59 - \$27.04/hr (Median: \$16.78/hr)
Exp'd/After 3 Years:	\$15.34 - \$34.52/hr (Median: \$19.18/hr)

Many employers may provide bonuses. Many employees may also receive commissions.

Hours

Almost all jobs are 40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■■	□
Dental Ins	■■■	■■■	□
Vision Ins	■■	■■	□
Life Ins	■■	■■	□
Sick Leave	■■■	■■■	□
Vacation	■■■	■■■	□
Retirement	—	■■■■	□
Child Care	□	□	□
■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Many employers are willing to accept a high school diploma or equivalent for job entry. Some other employers require a bachelor degree.

Experience: Of the employers, all report that they require or prefer 1-5 years of prior experience.

Training: Almost all employers report that word processing skills are important. Most also report that spreadsheet skills are important. The background needed varies by product line and market. Employers increasingly prefer a bachelor degree as job requirements have become more technical and analytical. Nevertheless, many employers still hire individuals with previous sales experience who do not have a college degree. For some consumer products, factors such as sales ability, personality, and familiarity with brands are as important as a degree. On the other hand, employers selling complex, technical products may require a technical degree in addition to some sales experience. Many employers have formal training programs for beginning Sales Reps.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 2,420 – 2,960 Wholesale and Manufacturing Sales Representatives currently employed in Contra Costa County. Local surveys indicate about 20% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. About 30-40 job openings are projected per year due to a net increase in occupation size. About 65-80 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Wholesale and Manufacturing Sales Representatives is expected to grow slower than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Nationwide, about three of every five of these jobs are in wholesale trade - mostly for distributors of machinery and equipment, groceries and related products, and motor vehicles and parts. Other jobs are in manufacturing and mining. Due to the diversity of products and services sold, employment opportunities are available in every part of the country in a wide range of industries. Some Sales Representatives are self-employed manufacturers' agents who have formed small sales firms and work for a straight commission based on the value of their own sales. However, manufacturers' agents usually gain experience and recognition with a manufacturer or wholesaler before becoming self-employed. Nationally, about 5% are self-employed.

Methods Used to Fill Job Openings: Many employers fill openings by hiring employee referrals and/or recruit applicants through newspaper advertisements. Some also fill openings by hiring referrals from private employment agencies and/or recruit applicants through internet job listings.

Career Advancement: Promotions may lead to management positions, including Sales Manager. Interpersonal and organizational skills may be important for career advancement.

Important Skills/Work Activities

- advise clients or customers
- advise retail dealers in use of sales promotion techniques
- analyze sales activities or trends

- answer customer or public inquiries
- arrange delivery schedules
- arrange merchandise display
- assemble advertising displays
- communicate visually or verbally
- conduct sales presentations
- confer with customer to review terms of credit or payment plan
- demonstrate goods or services
- estimate costs or price arrangements
- estimate delivery dates
- evaluate advertising promotions
- explain products to customer representatives
- identify best product for customer's needs
- instruct customers in product installation, use, or repair
- investigate customer complaints
- maintain records, reports, or files
- obtain information from individuals
- prepare list of prospective customers
- prepare reports
- provide customer service
- request customer order
- resolve customer or public complaints
- sell merchandise
- sell products or services
- solicit orders from established or new customers
- stock or organize goods
- use computers to enter, access or retrieve data
- use interpersonal communication techniques
- use inventory control procedures
- use knowledge of sales contracts
- use knowledge of written communication in sales work
- use merchandising techniques
- use product knowledge to market goods
- use sales techniques
- use telephone communication techniques
- write business project or bid proposals

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Secretaries, Except Legal, Medical, and Executive

Includes Administrative Assistants.

Description

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers (SOC 43-6014).

Wages

	Range
New Hires/Inexp'd:	\$10.00 - \$11.50/hr (Median: \$10.00/hr)
New Hires/Exp'd:	\$9.00 - \$21.26/hr (Median: \$14.00/hr)
Exp'd/After 3 Years:	\$12.00 - \$26.37/hr (Median: \$17.01/hr)

Some employers may also provide bonuses.

Hours

Of the employers surveyed, all report that jobs are 31-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■ ■	■ ■ ■ ■	□
Dental Ins	■ ■	■ ■ ■ ■	□
Vision Ins	■	■ ■ ■ ■	□
Life Ins	■ ■	■ ■	□
Sick Leave	■ ■ ■ ■	■	□
Vacation	■ ■ ■ ■	■	□
Retirement	■ ■	■ ■ ■	—
Child Care	□	—	—
■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ ■ = Most (60-79%) ■ ■ ■ = Many (40-59%) ■ ■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Almost all employers require or prefer 6-60 months of prior experience.

Training: Almost all employers report that word processing skills are important. Most also report that spreadsheet skills are important. Some report that database skills are important. High school graduates who have basic office skills may qualify for entry-level secretarial positions. However, employers increasingly require extensive knowledge of software applications, such as word processing, spreadsheets, and database management. Secretaries should be proficient in keyboarding and good at spelling, punctuation, grammar, and oral communication. Because they must be tactful in their dealings with people, employers also look for good interpersonal skills. Discretion, good judgment, organizational or management ability, initiative, and the ability to work independently are especially important for higher-level administrative positions. As office automation continues to evolve, retraining and continuing education will remain an integral part of secretarial jobs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 6,270 – 7,665 Secretaries, Except Legal, Medical, and Executive currently employed in Alameda County. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. About 30-35 job openings are projected per year due to a net increase in occupation size. About 105-130 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Secretaries, Except Legal, Medical, and Executive is expected to grow slower than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Secretaries are employed in organizations of every type. Almost 3 out of 5 are employed in firms providing services, ranging from education and health to legal and business services. Others work for firms engaged in manufacturing, construction, wholesale and retail trade, transportation, and communications. Banks, insurance companies, investment firms, and real estate firms are also important employers, as are Federal, State, and local government agencies. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals. Some recruit applicants through internet job listings and/or newspaper advertisements. Some also fill openings by hiring walk-in applicants. A few fill openings by hiring referrals from private employment agencies.

Career Advancement: Promotions may lead to higher level clerical positions. Communication skills may be important for career advancement.

Important Skills/Work Activities

- arrange teleconference calls
- assist with business or managerial research
- compile data for financial reports
- compile itinerary of planned meetings or activities
- develop travel itinerary
- document provision of administrative services
- enter time sheet information
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- maintain administrative services procedures manual
- maintain appointment calendar
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- make travel reservations
- paste up materials to be printed
- perform typing or data entry for extended duration
- prepare billing statements
- prepare contract documents
- prepare corporate minute books
- prepare financial reports
- prepare or maintain employee records
- prepare tax reports
- prepare travel vouchers
- process invoices
- process payroll documents, records, or checks
- reconcile or balance financial records
- route multi-line telephone calls
- schedule meetings or appointments
- schedule or contract meeting facilities
- schedule real estate closings
- take dictation
- take meeting notes
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use desktop publishing software
- use spreadsheet software
- use word processing or desktop publishing software
- write administrative procedures services manual

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Shipping, Receiving, and Traffic Clerks

Description

Verify and keep records on incoming and outgoing shipments. Prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying and recording incoming merchandise or material; and arranging for the transportation of products (SOC 43-5071).

Wages

Non-Union

Range

New Hires/Inexp'd:	\$7.00 - \$15.00/hr (Median: \$9.00/hr)
New Hires/Exp'd:	\$8.00 - \$17.98/hr (Median: \$11.00/hr)
Exp'd/After 3 Years:	\$9.25 - \$21.58/hr (Median: \$13.73/hr)

Union

Range

New Hires/Inexp'd:	Insufficient Data
New Hires/Exp'd:	\$9.00 - \$19.98/hr (Median: \$14.03/hr)
Exp'd/After 3 Years:	\$10.00 - \$25.00/hr (Median: \$15.32/hr)

A few employers may also provide bonuses.

Hours

Almost all jobs are 35-48 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■ ■	■ ■ ■ ■	□
Dental Ins	■ ■	■ ■ ■ ■	□
Vision Ins	■	■ ■ ■	□
Life Ins	■ ■ ■ ■	—	—
Sick Leave	■ ■ ■ ■ ■	□	□
Vacation	■ ■ ■ ■ ■	□	□
Retirement	■	■ ■	■ ■
Child Care	□	□	■ ■
■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ ■ = Most (60-79%) ■ ■ ■ = Many (40-59%) ■ ■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Many employers do not require prior experience. Many other employers require some prior experience.

Training: Many employers report that word processing skills are important. Some also report that spreadsheet skills are important. Shipping and Receiving Clerks start out by checking items to be shipped and then attaching labels and making sure the addresses are correct. Training in the use of automated equipment usually is done informally, on-the-job. As these occupations become more automated, however, workers in these jobs may need longer training in order to master the use of the equipment. Many of these jobs do not require more than a high school diploma. Employers, however, prefer to hire those familiar with computers and other electronic office and business equipment. Those who have taken business courses or have previous business, dispatching, or specific job-related experience may be preferred.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find experienced applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 7,165 – 8,760 Shipping, Receiving, and Traffic Clerks currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 10% are female. Some jobs are union.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. About 80-100 job openings are projected per year due to a net increase in occupation size. About 145-180 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Shipping, Receiving, and Traffic Clerks is expected to grow slower than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Nearly 4 out of 5 Shipping and Receiving Clerks are employed in manufacturing industries, or by wholesale and retail establishments. Although these jobs are found throughout the country, most are in urban areas, where shipping depots in factories and wholesale establishments are typically located. The U.S. Postal Service is also a major employer for this occupation. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Many employers fill openings by hiring employee referrals. Many also recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from private employment agencies. Some fill openings through in-house promotion or transfer and/or by hiring walk-in applicants.

Career Advancement: Promotions may lead to supervisory or management positions. Interpersonal skills may be important for career advancement.

Important Skills/Work Activities

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment
- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- wrap products

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Stock Clerks and Order Fillers

Description

Receive, store, and issue sales floor merchandise, materials, equipment, and other items from stockroom, warehouse, or storage yard to fill shelves, racks, tables, or customers' orders. May mark prices on merchandise and set up sales displays (SOC 43-5081).

Wages

Non-Union

Range

New Hires/Inexp'd:	\$6.75 - \$10.00/hr (Median: \$8.40/hr)
New Hires/Exp'd:	\$6.75 - \$15.00/hr (Median: \$9.25/hr)
Exp'd/After 3 Years:	\$6.95 - \$19.85/hr (Median: \$11.50/hr)

Union

Range

New Hires/Inexp'd:	\$12.00 - \$18.75/hr (Median: \$12.56/hr)
New Hires/Exp'd:	\$12.00 - \$19.00/hr (Median: \$13.00/hr)
Exp'd/After 3 Years:	\$17.31 - \$19.86/hr (Median: \$18.00/hr)

A few employers may also provide bonuses.

Hours

Almost all jobs are 35-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■■■	■■■	—
Dental Ins	■■	■■■	—
Vision Ins	■■■	■■■	—
Life Ins	■■■■	■■	—
Sick Leave	■■■■■	■	□
Vacation	■■■■■	■	□
Retirement	■■	■■■	—
Child Care	□	□	—
■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

Education: Most employers require a high school diploma or equivalent for job entry. Some other employers are willing to accept less than a high school level education.

Experience: Almost all employers do not require prior experience. A few other employers require some prior experience.

Training: Stock Clerks and Order Fillers usually learn the job by doing routine tasks under close supervision. They learn how to count and mark stock, and then start keeping records and taking inventory. Strength, stamina, good eyesight, and an ability to work at repetitive tasks, sometimes under pressure, are important characteristics. Stock Clerks, whose sole responsibility is to bring merchandise to the sales floor to stock shelves and racks, need little training. Order Fillers who handle jewelry, liquor, or drugs may need to be bonded.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Very large. There are approximately 10,160 – 12,420 Stock Clerks and Order Fillers currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 10% are female. Many jobs are union.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2008. About 135-165 job openings are projected per year due to a net increase in occupation size. About 390-475 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Stock Clerks and Order Fillers is expected to grow slower than the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Nationwide, about two thirds of all Stock Clerks and Order Fillers are employed in services industries, or in wholesale and retail trade. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Many employers fill openings by hiring walk-in applicants. Some fill openings by hiring employee referrals. Some also recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from private employment agencies. A few fill openings by hiring union referrals.

Career Advancement: Promotions may lead to supervisory or management positions. Interpersonal and leadership skills may be important for career advancement.

Important Skills/Work Activities

- authorize credit charges
- calculate monetary exchange
- carry messages or packages
- clean rooms or work areas
- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- direct and coordinate activities of workers or staff
- drive automobile, van, or light truck
- examine products or work to verify conformance to specifications
- fabricate, assemble, or disassemble manufactured products by hand
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- operate business machines
- order or purchase supplies, materials, or equipment
- package goods for shipment or storage
- process orders for merchandise
- process returned merchandise
- provide customer service
- requisition stock, materials, supplies or equipment
- retrieve or place goods from/into storage
- sell merchandise
- stock or organize goods
- take inventory to identify items to be reordered
- use cash registers
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques

Source: O*NET OnLine (<http://www.onetcenter.org/>)

Tile and Marble Setters

Description

Apply hard tile, marble, and wood tile to walls, floors, ceilings, and roof decks (SOC 47-2044).

Wages

	Range
New Hires/Inexp'd:	\$10.00 - \$14.00/hr (Median: \$10.00/hr)
New Hires/Exp'd:	\$9.50 - \$30.00/hr (Median: \$20.00/hr)
Exp'd/After 3 Years:	\$15.00 - \$40.00/hr (Median: \$25.00/hr)

Hours

Almost all jobs are 35-40 hours per week.

Benefits

For Full Time Employees:			
Paid by:	Employer	Shared	Employee
Medical Ins	■ ■	■ ■	—
Dental Ins	—	■ ■	□
Vision Ins	—	—	□
Life Ins	□	□	□
Sick Leave	■ ■	□	□
Vacation	■ ■ ■ ■	—	□
Retirement	□	■ ■	□
Child Care	□	□	□
■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ ■ = Most (60-79%) ■ ■ ■ = Many (40-59%) ■ ■ = Some (20-39%) ■ = Few (1-19%) □ = None (0) — = Insufficient Data			

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as contractors; contact the Contractors State License Board at 916-255-3900 for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Some other employers are willing to accept less than a high school level education.

Experience: Almost all employers require or prefer 6-84 months of prior experience. Some are willing to accept training as a substitute for experience.

Training: The vast majority of Tile and Marble Setters learn their trade informally, on the job, as helpers to experienced workers. Others learn through formal apprenticeship programs, which include on-the-job training as well as related classroom instruction. When hiring apprentices or helpers, employers usually prefer high school graduates who have had courses in general mathematics, mechanical drawing, and shop. Good physical condition, manual dexterity, and a good sense of color harmony also are important assets.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Small. There are approximately 370 - 455 Tile and Marble Setters currently employed in Alameda and Contra Costa Counties. Local surveys indicate about 5% are female. Some jobs are union.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2008. About 10-15 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of Tile and Marble Setters is expected to grow about as fast as the average for all occupations through the year 2010.

Other Information

Where the Jobs Are: Most Tile and Marble Setters are employed by tilesetting contractors who work mainly on nonresidential construction projects, such as schools, hospitals, and office buildings. Most self-employed Tile and Marble Setters work on residential projects. Nationally, about 45% are self-employed.

Methods Used to Fill Job Openings: Of the employers surveyed, all report that they fill openings by hiring employee referrals. Many recruit applicants through newspaper advertisements. Many also fill openings by hiring walk-in applicants and/or through in-house promotion or transfer.

Career Advancement: Promotions may lead to supervisory positions.

Important Skills/Work Activities

- adhere to safety procedures
- advise clients or customers
- apply adhesives, caulking, sealants, or coatings
- apply grouting or other masonry adhesives
- apply plaster, stucco or related material
- build or repair structures in construction, repair, or manufacturing setting
- climb ladders, scaffolding, or utility or telephone poles
- cut or shape stone, tile, brick, or related material
- determine material or tool requirements
- erect scaffold
- estimate time or cost for installation, repair, or construction projects
- fabricate, assemble, or disassemble manufactured products by hand
- install lathing to support plaster, stucco, or related construction material
- install prefabricated building components
- lay or install brick, block, stone, tile, or related masonry material
- lay out masonry work
- measure tile or masonry materials
- mix mortar, grout, slurry, concrete, or related masonry material
- mix paint, ingredients, or chemicals, according to specifications
- move or fit heavy objects
- order or purchase supplies, materials, or equipment
- perform safety inspections in construction or resource extraction setting
- prepare site or surfaces for concrete or masonry work
- read blueprints
- read tape measure
- read technical drawings
- repair cracks, defects, or damage in installed building materials
- repair or replace damaged bricks, tile, or related masonry
- select masonry material to be installed according to specifications
- understand construction specifications
- use concrete fabrication techniques
- use hand or power tools
- use measuring devices in construction or extraction work
- verify levelness or verticality, using level or plumb bob

Source: O*NET OnLine (<http://www.onetcenter.org/>)

CCOIS Methodology

About the Occupational Profiles

The occupational profiles in this publication are summaries of descriptive and statistical occupational information primarily based on data collected through confidential surveys with local employers. The two-page occupational profiles are in alphabetical order by occupation title. Each profile follows a consistent format with the same data elements for each occupation to allow for easy comparisons. Major data elements include: occupation title and definition; wages and benefits; employer requirements; employment trends; important skills and abilities, and career advancement information.

The 40 occupations profiled in this publication were selected for study based on a variety of criteria, including the needs and interests of local career and workforce development professionals. Each occupational profile has a date that indicates the year in which the data was collected, the number of employers who participated in the survey, and the total number of employees they employ in the survey occupation. Typically, about 15-20 completed surveys are collected for each occupation. Nevertheless, as with all survey-based information, please note that labor market information reflects a “snapshot in time.” As a general rule, we find that the information in an occupational profile is fairly reliable for 3-5 years. However, what may be accurate today may or may not be accurate in four weeks or four years, depending on the unexpected changes and trends affecting the occupation, its workers, and its employing industries.

Using the Occupational Profiles

The information in an occupational profile is based largely on a summary of survey data collected from local employers through the California Cooperative Occupational Information System (CCOIS). The data are summarized for three reasons: one, to make the information as easy to use as possible; two, to make the information more reliable (than anecdotal information); and three, to protect employer confidentiality (so employers will be willing to give us what is often considered to be sensitive information).

The summarized survey information is typically listed in descending order of importance or frequency using **key terms**. For example, if survey data indicates that 75 percent of employers provide medical insurance, and 60 percent provide a paid vacation, the information would be presented as: *Most employers provide medical insurance and a paid vacation*. However, if only 50 percent provide a paid vacation, the information would be presented as: *Most employers provide medical insurance. Many provide a paid vacation*.

Tip!

Familiarize yourself with the “key terms” listed below. These terms are used throughout the occupational profiles to describe the summarized survey information (e.g. *Most employers this... many employers that... some employers...*).

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)

Occupation Titles and Definitions

Occupations studied were defined using the Standard Occupational Classification (SOC) system developed by the U.S. Department of Labor (DOL). The SOC system groups all jobs in the labor market into approximately 700 occupations and is directly related to other sources of occupational data at the state and national levels. However, even with the Government’s most up-to-date occupational classification system, you will likely find some occupation titles and definitions to be out-of-date, archaic, or, at the very least, confusing. Thus a frequent challenge when using occupational information is being able to find the **occupation title** when one is thinking in terms of a **job title**.

While the use of a standardized classification system has its limitations, it also provides some significant advantages over using Ad-Hoc occupational definitions that may appear to be more cutting-edge. For one, the data is more comparable from region to region and from occupation to occupation. Another advantage is that the data can be aggregated (or disaggregated) and data from other standardized sources can be used to supplement or validate the local survey data.

Wages and Benefits

Wages included in this report are those paid by the local employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. The wage information (ranges and median wages paid at three levels of skill/experience) is presented as a tool for evaluating and comparing the potential earnings of one occupation with another, and is not intended to represent official prevailing wages. Benefit information indicates the extent to which surveyed employers provide medical insurance and other benefits to their employees. (Benefit information for part-time employees is included when approximately 20% or more of the employers surveyed report having part-time workers.) A summary of the weekly hours worked by most employees in the occupation is included - based on the local employers surveyed.

Training, Experience, and Other Requirements

The information in this section of the profile includes: license or certification requirements (if any); formal education levels required by employers; prior experience requirements; training requirements or preferences; and other important skills, if any, reported by the surveyed employers.

Tips!

Employer educational requirements are shown as the employers have reported them. Note that these educational levels are not always essential for the performance of job duties.

Employer experience requirements are often flexible, with many employers willing to substitute training for experience. Small employers, in particular, are often willing to waive requirements if they believe they have the "right" applicant.

Supply/Demand Assessment

Indicates the degree of difficulty employers have in finding applicants who meet their qualifications and, in turn, the employment outlook for job seekers. Employer responses to the supply-demand question are weighted by the number of employees in the occupation for each employer. Note that the supply-demand assessment does not take into account other employment opportunity indicators, such as potential wages or occupational size, growth, and separations. Also included in the supply and demand statement is an estimate of the annual turnover due to worker replacement needs and promotions.

Tips!

A "Competitive Outlook" for job seekers is not necessarily a bad thing, especially if the applicant possesses the desired skills and is well prepared for the job search process. However, a "Very Competitive Outlook" suggests a significant oversupply of qualified job seekers.

Although high turnover does not necessarily indicate a good outlook for job seekers, it does suggest a greater degree of hiring activity. Occupations with high turnover, however, are often those that do not provide long-term or satisfying employment.

Size of Occupation

Four terms (small, medium, large, and very large) are used to describe the relative size of each occupation within the local survey area. The sizes that these terms represent vary from area to area and from year to year as the size of the overall labor force changes. A numeric range is also provided to give a more specific estimate of the employment in the occupation. Also included is the approximate percentage of female employment in the occupation based on surveys with local employers, in addition to the approximate percentage of union jobs (if applicable.)

Employment Trends

Projections indicate the estimated growth rate for each occupation relative to the annual average rate of growth for all occupations (based on the most recent employment projections available at the time of the survey). Also included is the projected number of annual job openings due to a net increase in occupation size and due to labor force separations (workers retiring or leaving the occupation). The growth rate terms are defined as:

Much Faster than Average = 1.5 times the average or more

Faster than Average = 1.10 to 1.49 times the average

Average = .90 to 1.09 times the average

Slower than Average = .01 to .89 times the average

Tips!

Projections of Size, Growth and Separations are statistical “estimates” prepared by the Employment Development Department’s Labor Market Information Division. Employment projections are developed using occupational staffing and industry forecast data, both of which can be occasionally off-the-mark for a given occupation. However, over the years we have found that most occupational employment projections are reasonably accurate.

Employment trends also include a nationwide outlook statement based on an analysis by the U.S. Department of Labor.

Other Information

Where the Jobs Are: Describes the major employing industries for the occupation. Also included is an estimate of self-employment in the occupation.

Methods Used to Fill Job Openings: Indicates the most successful recruitment or hiring methods, based on surveys with local employers.

Important Skills/Work Activities Indicates the skills and other qualifications that are important to perform the duties for a given occupation. Unless otherwise noted, the source of this information is O*NET OnLine. O*NET (the Occupational information Network) is an occupational classification system and database developed by the U.S. Department of Labor as a replacement for the Dictionary of Occupational Titles (DOT).

Program Description

The California Cooperative Occupational Information System (CCOIS) is a statewide program with over 30 local projects to conduct local occupational research and to publish annual Occupational Outlook publications. EDD's Labor Market Information Division administers the program at the state level. The LMI Division then contracts with "Local Partners" (LPs) to operate the individual projects. The LPs are typically local workforce investment boards.

Roles

LMID determines the research methods and standards, provides technical support, allocates a percentage of the funding required to operate the programs, and monitors the work performed by the LPs.

The LPs select the occupations to be studied, conduct the research, process and analyze the data, and produce and distribute the annual publications.

CCOIS Program Cycle

- LMID develops occupational employment projections
- Occupations are proposed and selected for study
- Survey samples are developed and refined (samples are stratified by industry and employer size)
- Survey questionnaires are prepared for each occupation
- Confidential surveys are conducted with local employers
- Survey data is reviewed, clarified (when necessary), and entered into a secure computer database
- Data is tabulated, analyzed, summarized, and reviewed
- Annual *Occupational Outlook* publications are produced and distributed

Occupation Selection and Definition

There are a variety of criteria used to help select the occupations to be surveyed each year. However, the primary objective is to survey occupations that are of most interest to the users in the local community within the limitations of a standardized research program. As a result, CCOIS occupational studies tend to focus on larger or commonly known occupations, rather than on smaller or highly specialized occupations. The following criteria are used by the LPs to help prioritize possible survey occupations:

- The occupation should be adequately defined by the OES classification system used in the CCOIS program
- The occupation should have a substantial employment base
- There should be a substantial number of projected job openings
- The potential salary level should be adequate so as to avoid the need for public assistance
- The occupation should be of interest to local program planners or training providers
- The occupations should vary enough so that certain employers won't be overburdened with survey requests

Survey Sample Design

After the occupations are selected for study, a survey sample of local employers is developed for each occupation using a computerized sample design process. The samples are then reviewed and edited by analysts to ensure that they are representative of the overall employment for each occupation. For each occupation studied, a sample of 30-40 employers is designed to include all major employing industries for each survey occupation. In addition, the size of the employers is considered to ensure that the sample represents the employers most likely to provide future employment. For occupations with less than 30 local employers, the LP will survey the universe (all possible survey participants).

Questionnaire Development

A three-page employer survey questionnaire with a list of standardized questions is prepared for each survey occupation. A sample questionnaire is included on the following pages.

Employer Survey Procedures

Employer representatives are identified and contacted by the LP by telephone and are asked to participate in the survey, either by phone, fax, or mail. To encourage participation from the highest possible percentage of employers, they are assured that any information they provide will be kept strictly confidential and that any information published will be prepared in summary form and will not identify any specific employers who participate in the survey. The appropriate survey respondent is generally a person responsible for the hiring of personnel in the survey occupation. Completed and/or returned questionnaires are reviewed and checked for consistency and completeness. Unclear or inconsistent responses are clarified through follow-up phone calls to the survey respondents. In a standard employer sample of 30-40 potential respondents, the LP's response goal is to collect at least 15 fully completed questionnaires per occupation. The smaller the sample size, the greater the response rate required. The LP must also meet or exceed industry representation goals to ensure that the summarized data will represent all major employing industries and/or types of employers.

Data Entry, Tabulation, and Summary

Reviewed and clarified survey responses are entered into the secure CCOIS computer database and survey response tabulations are prepared for use in the data analysis process. From those tabulations, the data is analyzed by the LP's analyst(s) and draft occupational profiles are prepared. The draft profiles and other report materials are then reviewed by LMID analysts. Following the review and editing process, an Occupational Outlook publication is produced and distributed to key organizations in the local area -e.g. schools, career centers, libraries, employment and training agencies, participating employers, training providers, etc.

Disclaimers

1. Although some of the occupational data in this report is shown to the nearest whole number, or in the case of wages, to the nearest cent, readers should not interpret this as an indication of precision. The occupational data in this report is based on what is thought to be a representative sampling of local employers using survey methodology that is generally considered to be of the highest standards. However, survey research is a "snapshot in time" and can never guarantee 100 percent precision or accuracy. Occupational data, therefore, is best used in the context of comparing information between occupations.
2. Wage information included in this report includes wages paid by the employers participating in the survey for their employees at three levels of experience and does not include extreme wages.
3. Because a lack of formal education creates a barrier for some employers, employers' educational statements have been included in this report. However, while minimum educational requirements are presented as the employers have expressed them, these educational requirements are not always essential for the performance of job duties.

Sample Questionnaire

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Please return completed questionnaire to:
Workforce Information Group

1000 J Street, Sacramento, CA 95819

Phone: 916-984-9615 Fax: 800-367-5158

Financial Managers: Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions. (OES 130020)

Does your firm employ any individual performing the duties in the occupation described above? ☐ Yes ☐ No

If yes, please complete this survey for the occupation described.

If no, please return this questionnaire to the above address.

If your firm has multiple locations, please confine your answers to locations in the East Bay region of Marin, Napa, Solano, and Sonoma Counties.

1. What job title(s) does your firm use for **these duties**? _____

2a. How many employees does your firm currently have **in this occupation**? _____

2b. **In this occupation**, how many are: Male? _____ Female? _____

2c. **In this occupation**, how many current employees are there, and, on average, how many weekly hours do they work?

Regular, Full Time: _____

Average Weekly Hours Worked: _____

Regular, Part Time: _____

Average Weekly Hours Worked: _____

Temporary/On Call: _____

Average Weekly Hours Worked: _____

Seasonal: _____

Average Weekly Hours Worked: _____

3. In your firm, what shifts are available for **this occupation**? (check all that apply)

☐ Day ☐ Swing ☐ Graveyard ☐ Other (Please specify): _____

4. Has your firm hired **in this occupation** within the last 12 months? ☐ Yes ☐ No

If yes,

How many were hired to fill vacancies resulting from promotions within your firm? _____

How many were hired to fill vacancies resulting from people in permanent positions leaving your firm? _____

How many were hired to fill new permanent positions resulting from growth? _____

How many were hired to fill temporary, on call, or seasonal positions? _____

5a. During the last 12 months, did your firm's employment **in this occupation**: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

5b. Over the next 24 months, do you expect your firm's employment **in this occupation** to: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

6a. When you hire applicants for **this occupation**, is prior experience in this occupation required? ☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, how much experience **in this occupation** is required/preferred? _____ (months)

6b. Is experience in other occupations accepted? ☐ Yes ☐ No

If yes, please specify: Occupation: _____ (months)

7. If prior experience is required when you hire applicants **for this occupation**, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)

Not Difficult 1 2 3 4 Difficult

8. If prior experience is not required when you hire applicants **for this occupation**, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)

Not Difficult 1 2 3 4 Difficult

9. Does your firm accept training as a substitute for experience **in this occupation**? ☐ Yes ☐ No

If yes, how many months of training can generally be substituted? _____ (months)

10. Is technical or vocational training required prior to employment **in this occupation**?

☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, what kind of training is **required**? _____ (months)

11. What is the minimum level of education your firm **requires** when hiring an applicant **in this occupation**? (Check one).

☐ Less than high school diploma ☐ High school diploma or equivalent ☐ Associate Degree (2 year)
☐ Bachelor Degree (4 year) ☐ Graduate Study

12a. What is the usual income earned by your firm's employees **in this occupation** at the following levels of skill and experience?

Base Wage or Salary

New hires, no experience (trained or untrained): \$ _____

New hires who are experienced: \$ _____

Experienced employees after 3 years: \$ _____

Please check one: ☐ Hour ☐ Week ☐ Month ☐ Year

12b. For other compensation, if applicable, please indicate the average overall earnings and types(s) of compensation.

New hires, no experience (trained or untrained): \$ _____

New hires who are experienced: \$ _____

Experienced employees after 3 years: \$ _____

Please check one: ☐ Hour ☐ Week ☐ Month ☐ Year

Type of Compensation: ☐ Commission ☐ Tips ☐ Bonus ☐ Piece Rate ☐ Other (Please specify): _____

13. Are the wages for employees **in this occupation** subject to a collective bargaining or union agreement?

☐ Yes ☐ No If yes, what is the name of the union or local number? _____

14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees **in this occupation** and which best describes who pays for them:

	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15a. Does your firm ever promote employees **in this occupation** to higher level positions? ☐ Yes ☐ No

If yes, what are the titles of the positions to which they may be promoted?

15b. What skills are important for career advancement?

Sample Questionnaire - continued

15c. Does your firm ever promote employees into this occupation from **lower level** positions? ☐ Yes ☐ No

If yes, what are the career paths that can lead to this occupation?

16. What computer software skills, if any, does your firm seek in applicants **for this occupation**? (Check all that apply)

☐ None ☐ Word Processing ☐ Spreadsheet ☐ Database ☐ Desktop Publishing ☐ Other

Specify software names: _____

17. What other new skills are needed to perform the duties of this occupation?

18. When your firm hires employees **for this occupation**, which are the **top three** most successful recruitment methods?

- | | | |
|---|---|--|
| <input type="checkbox"/> In-house promotions or transfers | <input type="checkbox"/> Newspaper ads | <input type="checkbox"/> Internet |
| <input type="checkbox"/> EDD | <input type="checkbox"/> Walk-in applicants | <input type="checkbox"/> Colleges/Universities |
| <input type="checkbox"/> School/program referrals | <input type="checkbox"/> Union hall referrals | <input type="checkbox"/> Employee referrals |
| <input type="checkbox"/> Private employment agencies | <input type="checkbox"/> Trade journals | <input type="checkbox"/> Other (Please specify): |

19. Are you aware of any new, changing, or emerging occupations in your industry? ☐ Yes ☐ No

If yes, please specify:

20. Do you have an employee in this occupation that is both skilled and articulate? If so, may we contact him/her to discuss the possibility of a brief 'Career Dialogue' interview that may be published in our Occupational Outlook & Training Directory?

Name: _____ Phone: _____

Would you like to receive a complimentary copy of the survey results for this occupation? ☐ Yes ☐ No

Thank you for your participation in this CCOIS survey!

Top 100 Occupations in the East Bay

Occupation	Size	Growth	Typical Ed Level	Hourly	Annual
Accountants and Auditors	Very Large	Much Faster than Avg	Bachelor degree	\$30.46	\$63,368.00
Amusement and Recreation Attendants	Small	Much Faster than Avg	Short-term on-the-job training	\$9.24	\$19,223.00
Automotive Service Technicians and Mechanics	Very Large	Much Faster than Avg	Postsecondary vocational award	\$17.49	\$36,385.00
Bakers	Medium	Much Faster than Avg	Long-term on-the-job training	\$12.54	\$26,081.00
Bartenders	Large	Much Faster than Avg	Short-term on-the-job training	\$8.64	\$17,980.00
Biochemists and Biophysicists	Small	Much Faster than Avg	Doctoral degree	\$37.07	\$77,106.00
Bookkeeping, Accounting, and Auditing Clerks	Very Large	Slower than Avg	Moderate-term on-the-job training	\$18.02	\$37,486.00
Carpenters	Very Large	Much Faster than Avg	Long-term on-the-job training	\$23.89	\$49,704.00
Cashiers	Very Large	Much Faster than Avg	Short-term on-the-job training	\$10.32	\$21,448.00
Chemical Equipment Operators and Tenders	Small	Much Faster than Avg	Moderate-term on-the-job training	\$17.32	\$36,028.00
Chemical Plant and System Operators	Small	Much Faster than Avg	Long-term on-the-job training	\$24.96	\$51,921.00
Chemical Technicians	Small	Much Faster than Avg	Associate degree	\$18.65	\$38,799.00
Chemists	Small	Much Faster than Avg	Bachelor degree	\$29.96	\$62,312.00
Chief Executives	Large	Faster than Avg	Bachelor degree or higher + work exp	\$79.44	\$165,221.00
Child Care Workers	Medium	Much Faster than Avg	Short-term on-the-job training	\$10.32	\$21,474.00
Cleaners of Vehicles and Equipment	Medium	Average	Short-term on-the-job training	\$10.44	\$21,717.00
Combined Food Preparation and Serving Workers, Including Fast Food	Very Large	Much Faster than Avg	Short-term on-the-job training	\$8.28	\$17,210.00
Computer and Information Systems Managers	Medium	Much Faster than Avg	Bachelor degree or higher + work exp	\$51.56	\$107,238.00
Computer Software Engineers, Applications	Large	Much Faster than Avg	Bachelor degree	\$42.27	\$87,909.00
Computer Software Engineers, Systems Software	Large	Much Faster than Avg	Bachelor degree	\$42.27	\$87,919.00
Computer Support Specialists	Large	Much Faster than Avg	Associate degree	\$25.88	\$53,844.00

Occupation	Size	Growth	Typical Ed Level	Hourly	Annual
Computer Systems Analysts	Large	Much Faster than Avg	Bachelor degree	\$36.36	\$75,613.00
Computer, Automated Teller, and Office Machine Repairers	Large	Faster than Avg	Postsecondary vocational award	\$18.78	\$39,048.00
Construction Laborers	Very Large	Much Faster than Avg	Moderate-term on-the-job training	\$22.14	\$46,055.00
Cooks, Restaurant	Large	Much Faster than Avg	Long-term on-the-job training	\$11.86	\$24,662.00
Counter and Rental Clerks	Large	Much Faster than Avg	Short-term on-the-job training	\$12.06	\$25,072.00
Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	Large	Much Faster than Avg	Short-term on-the-job training	\$8.37	\$17,406.00
Customer Service Representatives	Very Large	Much Faster than Avg	Moderate-term on-the-job training	\$16.55	\$34,428.00
Database Administrators	Small	Much Faster than Avg	Bachelor degree	\$31.07	\$64,620.00
Dental Assistants	Medium	Much Faster than Avg	Moderate-term on-the-job training	\$20.08	\$41,770.00
Drywall and Ceiling Tile Installers	Small	Much Faster than Avg	Long-term on-the-job training	\$24.65	\$51,270.00
Electricians	Large	Much Faster than Avg	Long-term on-the-job training	\$31.82	\$66,195.00
Elementary School Teachers, Except Special Education	Very Large	Faster than Avg	Bachelor degree + training program		\$48,915.00
Environmental Scientists and Specialists, Including Health	Small	Much Faster than Avg	Bachelor degree	\$32.35	\$67,275.00
Executive Secretaries and Administrative Assistants	Very Large	Average	Moderate-term on-the-job training	\$20.29	\$42,199.00
Financial Managers	Large	Much Faster than Avg	Bachelor degree or higher + work exp	\$49.51	\$102,987.00
First-Line Supervisors/Managers of Construction Trades and Extraction Workers	Large	Much Faster than Avg	Extensive and related work experience	\$32.27	\$67,130.00
First-Line Supervisors/Managers of Food Preparation and Serving Workers	Large	Much Faster than Avg	Extensive and related work experience	\$13.69	\$28,477.00
First-Line Supervisors/Managers of Office and Administrative Support Workers	Very Large	Average	Extensive and related work experience	\$24.52	\$51,014.00
First-Line Supervisors/Managers of Production and Operating Workers	Large	Average	Extensive and related work experience	\$26.92	\$56,009.00
First-Line Supervisors/Managers of Retail Sales Workers	Very Large	Much Faster than Avg	Extensive and related work experience	\$20.11	\$41,820.00
Fitness Trainers and Aerobics Instructors	Medium	Much Faster than Avg	Postsecondary vocational award	\$18.73	\$38,962.00
Food Preparation Workers	Very Large	Much Faster than Avg	Short-term on-the-job training	\$9.45	\$19,649.00

Occupation	Size	Growth	Typical Ed Level	Hourly	Annual
General and Operations Managers	Very Large	Much Faster than Avg	Bachelor degree or higher + work exp	\$51.29	\$106,684.00
Glaziers	Small	Much Faster than Avg	Long-term on-the-job training	\$25.78	\$53,633.00
Graduate Teaching Assistants	Large	Much Faster than Avg	Bachelor degree		\$41,692.00
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	Medium	Much Faster than Avg	Long-term on-the-job training	\$18.98	\$39,479.00
Home Health Aides	Medium	Much Faster than Avg	Short-term on-the-job training	\$12.10	\$25,167.00
Hotel, Motel, and Resort Desk Clerks	Small	Much Faster than Avg	Short-term on-the-job training	\$9.50	\$19,761.00
Industrial Truck and Tractor Operators	Large	Faster than Avg	Short-term on-the-job training	\$17.24	\$35,875.00
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	Very Large	Faster than Avg	Short-term on-the-job training	\$11.95	\$24,843.00
Laborers and Freight, Stock, and Material Movers, Hand	Very Large	Faster than Avg	Short-term on-the-job training	\$12.16	\$25,282.00
Landscaping and Groundskeeping Workers	Very Large	Much Faster than Avg	Short-term on-the-job training	\$13.69	\$28,488.00
Licensed Practical and Licensed Vocational Nurses	Large	Much Faster than Avg	Postsecondary vocational award	\$21.53	\$44,768.00
Maids and Housekeeping Cleaners	Large	Much Faster than Avg	Short-term on-the-job training	\$9.65	\$20,071.00
Maintenance and Repair Workers, General	Very Large	Slower than Avg	Long-term on-the-job training	\$19.22	\$39,966.00
Management Analysts	Large	Much Faster than Avg	Bachelor degree or higher + work exp	\$45.84	\$95,339.00
Medical and Health Services Managers	Small	Much Faster than Avg	Bachelor degree or higher + work exp	\$45.45	\$94,543.00
Medical and Public Health Social Workers	Small	Much Faster than Avg	Bachelor degree	\$25.15	\$52,308.00
Medical Assistants	Large	Much Faster than Avg	Moderate-term on-the-job training	\$15.25	\$31,718.00
Medical Records and Health Information Technicians	Small	Much Faster than Avg	Associate degree	\$19.18	\$39,895.00
Medical Scientists, Except Epidemiologists	Small	Much Faster than Avg	Doctoral degree	\$37.42	\$77,826.00
Medical Secretaries	Large	Much Faster than Avg	Postsecondary vocational award	\$16.70	\$34,751.00
Network and Computer Systems Administrators	Medium	Much Faster than Avg	Bachelor degree	\$31.64	\$65,806.00
Network Systems and Data Communications Analysts	Small	Much Faster than Avg	Bachelor degree	\$32.36	\$67,315.00

Occupation	Size	Growth	Typical Ed Level	Hourly	Annual
Nursing Aides, Orderlies, and Attendants	Very Large	Much Faster than Avg	Short-term on-the-job training	\$12.60	\$26,211.00
Office Clerks, General	Very Large	Faster than Avg	Short-term on-the-job training	\$14.09	\$29,309.00
Packaging and Filling Machine Operators and Tenders	Large	Much Faster than Avg	Short-term on-the-job training	\$13.66	\$28,422.00
Packers and Packagers, Hand	Very Large	Much Faster than Avg	Short-term on-the-job training	\$10.57	\$21,973.00
Painters, Construction and Maintenance	Large	Much Faster than Avg	Long-term on-the-job training	\$19.70	\$40,959.00
Personal and Home Care Aides	Medium	Much Faster than Avg	Short-term on-the-job training	\$10.72	\$22,302.00
Pharmacy Technicians	Small	Much Faster than Avg	Moderate-term on-the-job training	\$16.69	\$34,725.00
Plasterers and Stucco Masons	Small	Much Faster than Avg	Long-term on-the-job training	\$23.41	\$48,697.00
Plumbers, Pipefitters, and Steamfitters	Large	Much Faster than Avg	Long-term on-the-job training	\$26.09	\$54,253.00
Police and Sheriff's Patrol Officers	Large	Much Faster than Avg	Long-term on-the-job training	\$34.03	\$70,798.00
Public Relations Specialists	Small	Much Faster than Avg	Bachelor degree	\$25.97	\$54,013.00
Receptionists and Information Clerks	Very Large	Much Faster than Avg	Short-term on-the-job training	\$12.96	\$26,957.00
Recreation Workers	Large	Much Faster than Avg	Bachelor degree	\$11.69	\$24,325.00
Registered Nurses	Very Large	Much Faster than Avg	Associate degree	\$35.82	\$74,496.00
Reinforcing Iron and Rebar Workers	Small	Much Faster than Avg	Long-term on-the-job training		
Retail Salespersons	Very Large	Much Faster than Avg	Short-term on-the-job training	\$12.33	\$25,648.00
Roofers	Medium	Much Faster than Avg	Long-term on-the-job training	\$20.02	\$41,637.00
Sales Managers	Large	Much Faster than Avg	Bachelor degree or higher + work exp	\$51.00	\$106,073.00
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	Very Large	Average	Moderate-term on-the-job training	\$29.17	\$60,667.00
Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	Large	Faster than Avg	Moderate-term on-the-job training	\$36.63	\$76,196.00
Secondary School Teachers, Except Special and Vocational Education	Large	Much Faster than Avg	Bachelor degree + training program		\$53,770.00
Security Guards	Very Large	Much Faster than Avg	Short-term on-the-job training	\$11.39	\$23,698.00

Occupation	Size	Growth	Typical Ed Level	Hourly	Annual
Sheet Metal Workers	Small	Much Faster than Avg	Long-term on-the-job training	\$20.76	\$43,178.00
Shipping, Receiving, and Traffic Clerks	Very Large	Faster than Avg	Short-term on-the-job training	\$13.93	\$28,982.00
Social and Human Service Assistants	Small	Much Faster than Avg	Moderate-term on-the-job training	\$16.21	\$33,708.00
Special Education Teachers, Preschool, Kindergarten, and Elementary School	Small	Much Faster than Avg	Bachelor degree + training program		\$51,705.00
Stock Clerks and Order Fillers	Very Large	Faster than Avg	Short-term on-the-job training	\$12.53	\$26,069.00
Structural Iron and Steel Workers	Small	Much Faster than Avg	Long-term on-the-job training	\$25.98	\$54,043.00
Teacher Assistants	Very Large	Much Faster than Avg	Short-term on-the-job training		\$23,030.00
Team Assemblers	Very Large	Faster than Avg	Moderate-term on-the-job training	\$15.48	\$32,188.00
Truck Drivers, Heavy and Tractor-Trailer	Very Large	Much Faster than Avg	Moderate-term on-the-job training	\$19.34	\$40,236.00
Truck Drivers, Light or Delivery Services	Very Large	Much Faster than Avg	Short-term on-the-job training	\$13.78	\$28,664.00
Ushers, Lobby Attendants, and Ticket Takers	Small	Much Faster than Avg	Short-term on-the-job training	\$8.48	\$17,636.00
Waiters and Waitresses	Very Large	Much Faster than Avg	Short-term on-the-job training	\$8.34	\$17,338.00
Welders, Cutters, Solderers, and Brazers	Medium	Much Faster than Avg	Postsecondary vocational award	\$21.02	\$43,717.00

Notes

This list of occupations was compiled in early March 2004 using several different sources of occupational information. The "Top 100 Occupations" were selected based on the occupations with the best employment projections. For this we used the 2001-2008 Occupational Employment Projections (for Alameda and Contra Costa Counties) produced by the EDD Labor Market Information Division (LMID). First, the two sets of projections data (for the two individual counties) were combined into one two-county projections set; next we ranked the occupations in three different ways (numeric growth, percent growth, and separations) to determine the ones with the best outlook. Very small occupations (with few jobs) were not considered. The occupation size and growth statements are based on the same criteria used in the CCOIS program. With a few exceptions, the "typical education levels" are based on the education levels determined by the U.S. Department of Labor Bureau of Labor Statistics (BLS) for all occupations in the Standard Occupational Classification (SOC) System. The exceptions included occupations that are normally learned through apprenticeship training; BLS tends to underestimate the required training for these occupations, so we adjusted the training levels accordingly. The wage information is from the OES Program for the Oakland Metropolitan Statistical Area (Alameda and Contra Costa Counties combined) produced by LMID. The two categories of wage information reflect mean hourly wages, and mean annual wages.

Introduction to the Training Directory

This “East Bay Training Directory” is intended to be used as a first step in gathering information on possible career training and education alternatives. The second step, therefore, is to contact the training providers directly to obtain up-to-date information on the services and programs they offer.

Please note that we have not included a small number of local training providers who did not respond to our repeated requests for information. In some cases, non-responding training providers were included in the directory if they had websites where we could obtain the necessary information on their services and programs.

The training directory begins on page 101 with a section on apprenticeship programs. From there, the providers are listed alphabetically (regardless of the type of training provider). The Table of Contents offers an alpha list, along with the page number, the City and County in which each provider is located, and the type of training provider. At the end of this publication (page 192), an Occupation-Training Index lists the 40 occupations studied and profiled in this publication and indicates those providers with related programs.

Please note that the organizations responsible for the production of this publication do not necessarily endorse or recommend any particular training providers or programs, nor are they responsible for the accuracy of the information in this directory.

Six Types of Training Providers in California

Apprenticeships

Apprenticeships are formal on-the-job training programs typically administered by labor organizations (unions) in cooperation with the employers who provide the worksite training. Apprentices earn a training wage while learning their trade, generally through some combination of on-the-job training and formal classroom instruction. Completing an apprenticeship can take anywhere from 2-5 years, depending on the occupation. Journey-level status is awarded upon completion of the apprenticeship. To become an apprentice, one must usually get the job first, and then sign up for the apprenticeship program. However, different apprenticeship programs have different education and age requirements; therefore, it is a good idea to obtain this information from an apprenticeship program before seeking a job.

Adult Education Schools

Adult Education Schools are public schools for adults that generally offer a variety of basic education classes, literacy programs, continuing education classes, and vocational/technical training. Most also offer a General Education Diploma, or GED – the equivalent of a high school diploma. Vocational/technical certificate programs are generally very affordable and rarely more than one year in length. The short duration of some vocational training programs, however, sometimes leads to a need for more advanced training offered through a formal apprenticeship, a community college program, or a private vocational/technical school. Please note that Adult Education Schools that did not have vocational and/or technical training programs (with an occupational employment objective) were not included in this directory.

Community Colleges

Community Colleges (aka “junior colleges”) are public colleges for adults that generally offer a very comprehensive set of programs and services at a very affordable cost (usually \$18 per unit, plus books). They offer remedial, basic, and advanced college-level courses, continuing education courses, vocational/technical certificate programs, and associate degrees. They also provide an opportunity for students who plan to transfer to four-year colleges after they have completed up to two years of community college work (toward their bachelor degree). For those who work during the day, community colleges usually offer a broad range of evening classes.

Six Types of Training Providers in California - continued

Private Schools, Colleges, and Universities

Private Schools, Colleges, and Universities are, numerically, the largest group of training and education providers. They come in all shapes and sizes, including for-profit and non-profit, and are typically regulated in California by the Bureau for Private Postsecondary and Vocational Education (BPPVE). Collectively, private training and education providers offer all types of programs and services, including college degrees at all levels, technical training, certificate training programs, continuing education classes, and license/test preparation services. Credit or units obtained through a private institution may or may not be transferable to a public college or university; therefore, if you plan to eventually attend (or transfer to) a public college or university, you should talk to representatives of both institutions to discuss your plan and the issue of credit transfer. The cost of attending a private school program is almost always higher than a comparable program through a public school; however, private schools compete by offering programs that are “in demand” or that can be completed in a shorter time period.

ROP - Regional Occupational Programs

ROP, or Regional Occupational Programs, are vocational and technical training programs offered by public schools to high school students (16 or older) and adults. High school students are usually given the first opportunity for enrollment but, if openings exist, adults may usually enroll on a first-come, first-served basis. Certificate programs offered through ROP are very affordable and rarely more than one year in length. The brevity of some training programs, however, sometimes leads to a need for more advanced training offered through a formal apprenticeship, a community college program, or a private vocational/technical school.

Universities (Public)

Public Universities include California State University and University of California institutions. Both types of universities typically offer a wide variety of undergraduate (bachelor degrees) programs, graduate programs (including teacher credential programs and master's degrees), and certificate programs that are usually offered through their extended/continuing education programs. Doctoral degree programs, including law schools and medical schools, are generally offered through the UC institutions. The cost of attending varies by school and system, with UC institutions generally charging about twice that of CSU institutions. (The cost of attending a CSU institution generally ranges from \$4,000 to \$6,000 per year, plus books.)

Acoustical Ceiling Installer

Length: 3 years
Phone: 925-462-9640
Website: <http://www.ctcnc.org>

Automotive Repair Trades

Length: 4 years
Phone: 510-569-8450
Website: <http://www.autoapprenticeship.com>

Boilermaker

Length: 4 years
Phone: 925-427-0826
Website: <http://www.boilermakers.org>

Bricklayer

Length: 4 years
Phone: 510-553-0991
Website: <http://www.bac3train.com>

Butcher

Length: 2 years
Phone: 510-636-8555

Carpenter

Length: 4 years
Phone: 925-462-9640
Website: <http://www.ctcnc.org>

Cement Mason

Length: 3 years
Phone: 925-484-2271

Drywall/Lathing Apprenticeship

Length: 4 years
Phone: 510-785-5885
Website: <http://www.drywall-lathing.com>

Electrician/Inside Wireman (Alameda County)

Length: 5 years
Phone: 510-351-5282

Electrician/Inside Wireman (Contra Costa County)

Length: 5 years
Phone: 925-228-2302
Website: <http://www.ibewlu302.com>

Fire Fighter/Paramedic

Length: 3 years
Phone: 916-648-1717
Website: <http://www.cffjac.org>

Floor Covering Trade

Length: 4 years
Phone: 510-259-1102

Glazier

Length: 5 years
Phone: 510-782-4232

Hardwood Floor Layer

Length: 3 years
Phone: 925-462-9640
Website: <http://www.ctcnc.org>

Heavy Duty Coach Mechanic

Length: 4 years
Phone: 510-891-2552

HVAC Mechanic/Service Technician

Length: 5 years
Phone: 925-686-0730

Insulator (Carpenters Training Committee of Northern California)

Length: 3 years
Phone: 925-462-9640
Website: <http://www.ctcnc.org>

Insulator (Heat and Frost Insulators Apprenticeship)

Length: 4 years
Phone: 510-769-4200

Ironworker, Field

Length: 3 years
Phone: 707-746-7666

Ironworker, Shop

Length: 4 years
Phone: 510-639-7338

Laborer (Construction)

Length: 1.5 years
Phone: 925-556-0858
Website: <http://www.norcalaborers.org>

Lithographer

Length: 4 years
Phone: 415-239-7700

Marble Finisher

Length: 2 years
Phone: 510-553-0991
Website: <http://www.bac3train.com>

Marble Mason

Length: 3 years
Phone: 510-553-0991
Website: <http://www.bac3train.com>

Millwright

Length: 4 years
Phone: 925-462-9640
Website: <http://www.ctcnc.org>

Mill/Cabinetmaker

Length: 4 years
Phone: 510-446-2236

Operating Engineer

Length: 4 years
Phone: 916-354-2029
Website: <http://www.oe3.org>

Painter, Taper & Paper Hanger

Length: 4 years
Phone: 510-724-3200

Pile Driver

Length: 4 years
Phone: 925-462-9640
Website: <http://www.ctcnc.org>

Pipe Fitting/Welding

Length: 5 years
Phone: 925-686-0730
Website: <http://www.ua342.org>

Plasterer

Length: 4 years
Phone: 650-827-1451
Website: <http://www.plastererslocal66.org>

Plumber

Length: 5 years
Phone: 925-686-0730
Website: <http://www.ua342.org>

Pointer/Cleaner/Caulker (PCC)

Length: 3 years
Phone: 510-553-0991
Website: <http://www.bac3train.com>

Refrigeration Mechanic

Length: 5 years
Phone: 925-686-0730
Website: <http://www.ua342.org>

Roofer/Waterproofeer

Length: 3.5 years
Phone: 510-628-3650
Website: <http://www.roofer95.com>

Scaffold Erectors

Length: 4 years
Phone: 925-462-9640
Website: <http://www.ctcnc.org>

Sheet Metal Worker

Length: 5 years
Phone: 510-483-9035
Website: <http://www.smw104.org>

Shingler

Length: 2 years
Phone: 925-462-9640
Website: <http://www.ctcnc.org>

Sound/Communication Technician

Length: 3 years
Phone: 408-453-3101
Website: <http://www.norcalvdv.org>

Sprinkler Fitter

Length: 5 years
Phone: 510-782-9483

Stationary Engineer

Length: 4 years
Phone: 415-285-3939
Website: <http://www.local39.com>

Surveyor

Length: 4 years
Phone: 510-748-7413
Website: <http://www.ncsjac.org>

Tile Finisher

Length: 2 years
Phone: 510-553-0991
Website: <http://www.bac3train.com>

Tile Layer

Length: 3 years
Phone: 510-553-0991
Website: <http://www.bac3train.com>

A. D. Banker & Company

Address: 7101 College Boulevard, Suite 1600, Overland Park, Kansas 66210

Phone: 800-866-2468

Fax: 913-451-3766

Website: <http://www.abdanker.com>

Years in Operation: 24 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	No	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Insurance Licensing

Security Licensing

A. Diamond Holistic Massage Institute

Address: 140 Mayhew Way, Suite 202, Pleasant Hill, California 94523

Phone: 925-609-8888

Fax: 925-682-3555

Website: <http://www.adiamondmassage.com>

Years in Operation: 13 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Certified Massage Therapy

A-1 Truck Driving School

Address: 2977 Baumberg Avenue, Hayward, California 94545

Phone: 510-783-6030

Fax: 510-783-6361

Years in Operation: 7 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Truck and Trailer Class A Licensing

Academy of Chinese Culture and Health Sciences

Address: 1601 Clay Street, Oakland, California 94612

Phone: 510-763-7787

Fax: 510-834-8846

Website: <http://www.acchs.edu>

Years in Operation: 22 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Master of Science In Traditional Chinese Medicine

Academy of Truck Driving

Address: 2485 West Fourteenth Street, Suite 226, Oakland, California 94607

Phone: 510-663-9030

Fax: 510-663-9050

Website: <http://www.atruckdriver.com>

Years in Operation: 3 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Class A

Class B

Owner Operator

Access USA Training Center

Address: 2440 Stanwell Technology, Concord, California 94520

Phone: 925-680-4426

Fax: 925-691-7019

Years in Operation: 20 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	No	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Computer Software Operation 1& 2 (Office/Clerical Support)

Acupressure Institute

Address: 1533 Shattuck Avenue, Berkeley, California 94709

Phone: 510-845-1059 Fax: 510-845-1496

Website: <http://www.acupressure.com>

Years in Operation: 25 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Acupressure Massage

Preparation For National Asian Body Work Test

Alameda Computer Center

Address: 2148 Broadway, Oakland, California 94612

Phone: 510-208-7000 Fax: 510-208-7777

Website: <http://www.alamedacomputer.com>

Years in Operation: 13 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Computer A+ Certification Training I

Computerized Accounting Technician I

Computerized Administrative Assistant I, IIA

Computerized Administrative Assistant IIA

Computerized Data Entry Operator I

Computerized Hardware Technician II

Computerized Legal Word Processor Operator I

Computerized Medical Secretary I

Computerized Network Cabling Technician I

Computerized Networking + Training I

Albany Adult Education

Address: 601 San Gabriel Avenue, Albany, California 94706

Phone: 510-559-6580 Fax: 510-559-6583

Website: <http://www.coursesonline.com/albanyadult>

Years in Operation: 50+ Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Accounting	Computer Repair
Computer Operations/Software Applications	Electronics Mechanic
(Office/Clerical)	Network Control Operator
Computer Programming	Web Developer

Alliant International University - San Francisco Campus

Address: 1005 Atlantic Avenue, Alameda, California 94501

Phone: 510-523-2300 Fax: 888-635-4739

Website: <http://www.alliant.edu>

Years in Operation: 3 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Global Logistics Specialist (International Trade and Transportation Careers)
Online Pre-MBA
Software Project Management (Business Management)
Strategic Management (Business Organization Management)

American Baptist Seminary of the West

Address: 2606 Dwight Way, Berkeley, California 94704

Phone: 510-841-1905

Fax: 510-841-2446

Website: <http://www.absw.edu>

Years in Operation: 133 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Doctoral Studies

Master of Arts

Master of Divinity

American Business College International

Address: 3850 Decoto Road, Fremont, California 94558

Phone: 408-258-0800

Fax: 408-258-8553

Website: <http://www.americanbci.com>

Years in Operation: 18 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Accounting

Computer Office Support Specialist

Computer Repair/Network Technician Specialist

Graphic Design/Desktop Publishing

Medical Office and Medical Lab Assistant

American Truck School

Address: 16366 San Pablo Avenue, San Pablo, California 94806

Phone: 510-724-0524

Fax: 510-724-3330

Website: <http://www.americantruckschool.com>

Years in Operation: 8 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Class A & B

Anthony Schools

Address: 30089 Ahern Avenue, Oakland, California 94587

Phone: 888-373-7277

Fax: 510-429-3962

Website: <http://www.anthonyschools.com>

Years in Operation: 55+ Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Appraiser
Broker
Contractor
Inspector
Sales

Antioch Adult School

Address: 820 West Second Street, Antioch, California 94509

Phone: 925-706-5365 Fax: 925-778-5843

Website: <http://www.antioch.k12.ca.us/prospects/adult.html>

Years in Operation: 25 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Boat Safety & Basic Navigation
Cafeteria Attendant
Clinical Medical Assistant Training
Computer Classes

GED Prep
Health Care Careers
High School Diploma Programs
Pharmacy Technician

Armstrong University

Address: 1301 Marina Village Parkway, Suite 330, Alameda, California 94501

Phone: 510-865-1336 Fax: 510-865-1346

Website: <http://www.armstrong-u.edu>

Years in Operation: 96 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Bachelors of Business Administration
Business Administration
Masters of Business Administration

Asians for Job Opportunities in the Bay Area

Address: 1911 Addison Street, Berkeley, California 94704

Phone: 510-548-6700

Fax: 510-548-9300

Website: <http://www.ajob.org>

Years in Operation: 29 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	No	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Building Maintenance & Construction Skills

Cashiering & Customer Service

Clerical Skills & Computer Literacy

Graphic Design

Bauman College (formerly IET)

Address: P.O. Box 940, Penngrove, California 94710

Phone: 510-540-7041

Fax: 510-540-7541

Website: <http://www.baumancollege.org>

Years in Operation: 20 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Nutrition Educator

Nutritional Consultant

Bay Area Optical Schools

Two Locations in the East Bay:

Martinez: 600 F Street, Suite E, Martinez, California 94563 | Phone: 925-228-8976
Union City: 4 Union Square, Suite 1, Union City, California 94587 | Phone: 510-429-5820
Fax: 510-429-0202
Website: <http://www.opticalschoools.com>
Years in Operation: 4 Years

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Optical Assistant Program
Optical Training Program

Bay Area Truck Driving School

Address: 37555 Dusterberry Way, Suite 19, Fremont, California 94536
Phone: 510-739-1633
Fax: 510-739-3829
Years in Operation: 7 Years
Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Class A
Class B

Bay Cities Bible College

Address: 12000 Campus Drive, Oakland, California 94619

Phone: 510-530-4055

Fax: 510-530-4155

Website: <http://www.bcbionline.org>

Years in Operation: 50+ Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

BA Degree in Biblical Studies

Bible Counseling

Christian Education

General Studies

Pastoral Ministry

Systematic Theology

Beauty World Cosmetology Academy USA, The

Address: 5980 Newpark Mall, Newark, California 94560

Phone: 510-793-3232 Fax: 510-793-3286

Website: <http://www.beautyworld.com>

Years in Operation: 6 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Esthetician/Skin Care

Cosmetology

Manicuring

Becker CPA Review Corp.

Address: CSU Hayward, Meikeljohn Hall, Suite 2, Hayward, California 94542

Phone: 925-838-2489

Fax: 925-838-2489

Website: <http://www.beckerconviser.com>, <http://www.beckercpa.com>

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

CPA

CFA

CMA

Berkeley Adult School

Address: 1222 University Avenue, Berkeley, California 94702

Phone: 510-644-6130

Fax: 510-644-6784

Website: <http://www.bas.berkeley.net>

Years in Operation: 50+ Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Certified Nursing Assistance

Computer Repair/A+ Certification Prep

Forklift Drivers

Medical Clinic Assistant

Pharmacy Technician

Berkeley English Academy

Address: 2161 Shattuck Avenue, Suite 313, Berkeley, California 94704

Phone: 510-549-9054

Fax: 510-549-3357

Years in Operation: 14 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

ESL

TOEFL

Body Electric School

Address: 4920 Telegraph Avenue, Oakland, California 94609

Phone: 510-653-1594

Fax: 510-653-4991

Website: <http://www.bodyelectric.org>

Years in Operation: 20 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Body Work

Erotic Education

Massage Training

Bryman College - Hayward

Address: 22336 Main Street, 1st Floor, Hayward, CA 94541

Phone: 510-582-9500 Fax 510-582-9645

Website: <http://www.bryman-college.com>

Years in Operation: 42 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Massage Therapy

Medical Administrative Assistant

Medical Assisting

Medical Insurance Billing/Coding

Surgical Technologist

Business Education Technologies

Address: 1611 Telegraph Avenue, Suite 1115, Oakland, California 94612

Phone: 510-986-6710

Fax: 510-986-6717

Years in Operation: 14 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Advanced Computer Applications for Business

Intermediate Computer Applications for Business

Introduction to Computer Applications for Business

California Institute for Clinical Social Work

Address: 2110 Sixth Street, Berkeley, California 94710

Phone: 510-848-8420

Fax: 510-848-8434

Website: <http://www.cicsw.edu>

Years in Operation: 25 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

PhD for Clinical Social Work

California State University, Hayward

Address: 25800 Carlos Bee Boulevard, Hayward, California 94542

Phone: 510-885-2784

Fax: 510-885-4059

Website: <http://www.csuhayward.edu>

Years in Operation: 46 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Various undergraduate and graduate programs available through the following departments:

College of Arts, Letters and Social Science:

Anthropology
Art
Communication
Communicative Sciences and Disorders
Criminal Justice Administration
Ecopsychology On-Line
English
Environmental Studies
Ethnic Studies
Geography
History
Human Development
International Studies
Liberal Studies
Modern Languages and Literatures
Music
Philosophy
Political Science
Public Administration
Sociology and Social Sciences
Theatre & Dance
Women's Studies

College of Business and Economics:

Accounting and Computer Information Systems
Economics
Marketing and Entrepreneurship
Management and Finance

College of Education and Allied Studies:

Educational Leadership
Educational Psychology
Educational Technology Leadership
Interdisciplinary Studies
Kinesiology and Physical Education
Recreation and Community Services
Teacher Education

College of Science:

Biology
Chemistry
Engineering
Geology
Math and Computer Science
Moss Landing Marine Laboratories
Nursing and Health Sciences
Physics
Psychology
Statistics

California State University, Hayward – Contra Costa Campus

Address: 4700 Ygnacio Valley Road, Concord, CA 94521

Phone: 925-602-6700

Website: <http://www.ccc.csuhayward.edu>

Years in Operation: 46 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Art Museum/Gallery Studies Certificate (online)
Business Administration (B.S.)
Business Administration (M.B.A.)
Counseling (M.S.)
Criminal Justice Administration (B.S.)
Education (M.S.)
English (B.A.)
Facilities, Maintenance & Management Certificate
Hospitality & Convention Management Certificate
Human Development (B.A.)
Legal Nurse Consultant Certificate
Liberal Studies (B.A.)
Nursing (B.S.N.)
Online Teaching & Learning Certificate (online)
Paralegal Studies Certificate
Psychology (B.S.)
Public Administration (M.P.A.)
Regulatory Affairs Certificate (online)
Social Work (M.S.W.)
Sociology (B.A.)
Teaching Credential Programs

California State University, Hayward - Extended and Continuing Education

Address: 25800 Carlos Bee Boulevard, Hayward, California 94542

Phone: 510-885-3605

Website: <http://www.extension.csuhayward.edu>

Years in Operation: 46 Years

Multiple Training Site Locations? Yes - Classes are offered at the Hayward and Contra Costa campuses, and at the Oakland Professional Development & Conference Center (1000 Broadway, Suite 109, Oakland).

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Art, Media & Digital Design:

Art Museum/Gallery Certificate Program

Digital Photography

Multimedia & Digital Design Certificates

Music & The Recording Industry

Sculpture

Bioscience:

Bioinformatics Certificate Program

Biotechnology Certificate Program

Regulatory Affairs Certificate Program

Business & Management:

Certified Associate in Project Management

(CAPM™) Credential Preparation

Construction Management Certificate Program

Facilities Management Certificate Program

Fund Accounting & GASB 34 Certificate Program

Hospitality & Convention Management Certificate Program

Human Resource Management Certificate Program

International Business Diploma Program

Leadership & Change Management Certificate Program

Management Fundamentals Certificate Program

Marketing and Customer Service

Nonprofit Management Certificate Program

Pre-MBA Program for International Students

Purchasing & Supply Management Certificate Programs

Training the Trainer: Training and Development Certificate Program

Career & Vocational Training:

Arabic Language & Culture

California State Notary Public Training

Chemical Dependency Certificate Program

Dental Office Training

Master's Degree in Social Work: Distance Learning Program

Medical Office Training

Travel Agent Certificate (Online)

Wedding Consultant Certificate

Education:

Adult Education Credential Program

Dropout Prevention Certificate Program

Online Graduate Course Sequence: Curriculum Development

Online Teaching and Learning Certificate Program

Master's Degree in Online Teaching and Learning Teacher Education

Teaching English to Speakers of Other

Languages (TESOL) Certificate Program

Legal:

California State Notary Public Training

Legal Nurse Consultant Certificate Program

Minimum Continuing Legal Education (MCLE) Program

Paralegal Studies Certificate Program

Career Development Institute of Oakland

Address: 2164 East Fourteenth Street, San Leandro, California 94577

Phone: 510-357-4093

Fax: 510-357-4094

Years in Operation: 7 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Introduction to Computers (Administrative Assistant, Computer Support Tech)

Career Dynamics International

Address: 405 Fourteenth Street, Suite 214, Oakland, California 94612

Phone: 510-663-4444

Fax: 510-663-4555

Years in Operation: 9 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Accounting & Bookkeeping

Administrative Assistant

Medical Front Office

Microsoft Office

Word Processing

Career Solutions LLC

Address: 1230 Decoto Road, Union City, California 94587

Phone: 510-429-9170

Fax: 510-429-9171

Website: <http://www.cscollege.com>

Years in Operation: 7 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

A+ Certification Network Technician

Certified Network Specialist

Certified Router Specialist

Clinical Medical Assistant

State Registered Pharmacy Technician

Castro Valley Adult School

Address: 4430 Ima Avenue, Castro Valley, California 94536

Phone: 510-886-1000

Fax: 510-537-8537

Website: <http://www.cvadult.org>

Years in Operation: 32 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	No	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Financial Planning & Investing

MAC Classes (Clerical)

Notary Public

PC Windows (Clerical)

Center for Employment Training

Address: 8390 Capwell Drive, Oakland, California 94621

Phone: 510-568-6166

Fax: 510-568-6723

Website: <http://www.cetweb.org>

Years in Operation: 36 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Accounting Clerk
 Automotive Maintenance Technician
 Automotive Specialist
 Building Maintenance
 Building Maintenance Service Technician
 Business Office Technology
 Child Care Provider
 Commercial Food Services
 Computer Office Occupations
 Custodial Services
 Electronic Assembly
 Electronic Technology
 Electronic Tester
 Forklift Operator/Warehouse Specialist
 HVAC Installation & Service Technician
 HVAC Maintenance Repairer
 HVAC Specialist
 Light Gauge Welding
 Machine Setup Operator
 Machine Tool Operator
 Medical Administrative Assistant
 Medical Assistant
 Medical Insurance Billing
 PC Technician
 Printing & Graphics
 Retail Specialist
 Shipping & Receiving
 Touch-up & Rework Specialist
 Truck Driver
 Vehicle Operator
 Welding

Center for Hypnotherapy

Address: 351 Wayne Avenue, Oakland, California 94610

Phone: 510-839-4800

Fax: 510-836-0477

Website: <http://www.hypnotherapycenter.com>

Years in Operation: 9 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Hypnotherapy Certificate Program

Center for Professional Investigative Training

Address: 2870 Howe Road, Suite 200, Martinez, California 94553

Phone: 800-222-4808

Fax: 925-723-2503

Website: <http://www.pitraining.com>

Years in Operation: 8 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Private Investigators Training

Century 21 Ability Realty

Address: 21550 Foothill Boulevard, Hayward, California 94541

Phone: 510-582-6474

Fax: 510-582-3192

Years in Operation: 30 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Real Estate License Training

Century 21 Amador Valley

Address: 700 Main Street, Pleasanton, California 94566

Phone: 510-846-3292

Years in Operation: 30 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Real Estate License Training

Century 21 Mission Bishop

Address: 39180 Liberty Street, Suite 101, Fremont, California 94538

Phone: 510-494-2631

Website: <http://www.c21missionbishop.com>

Years in Operation: 30 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Real Estate License Training

Chabot College

Address: 25555 Hesperian Boulevard, Hayward, California 94545

Phone: 510-723-6600

Fax: 510-782-9315

Website: <http://www.chabotcollege.edu>

Years in Operation: 42 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Computer Application Systems

Early Childhood Development

Medical Assisting

Nursing

Real Estate

Chapman University

Address: 2600 Stanwell Drive, Suite 110, Concord, California 94520

Phone: 925-680-1407 Fax: 925-680-7186

Website: <http://www.chapman.edu>

Years in Operation: 15 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Computer Information Services

Organizational Leadership

Psychology

Social Science

Church Divinity School of the Pacific

Address: 2451 Ridge Road, Berkeley, California 94709

Phone: 510-204-0700 Fax: 510-644-0712

Website: <http://www.cdsp.edu>

Years in Operation: 110 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Certificate of Angelican Studies

Certificate of Theological Studies

Concurrent MA/M Divinity

Doctor of Ministry

Master of Arts

Master of Divinity

Master of Theological Studies

PhD and ThD

College of Alameda

Address: 555 Atlantic Avenue, Alameda, California 94501

Phone: 510-522-7221 Fax: 510-769-6019

Website: <http://www.peralta.cc.ca.us>

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Apprenticeship
Auto Body & Paint
Automotive Technology
Business
Computer Information Systems
Cooperative Work Experience Education
Dental Assisting
Diesel Mechanics
Health Professions/Occupations (Medical Transcriptionist)

Columbia College Missouri (Treasure Island)

Address: Coast Guard Island Bridge, Suite 42, Alameda, California 94501

Phone: 510-437-7200 Fax: 510-437-1279

Website: <http://www.ccis.edu>

Years in Operation: 25+ Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Master of Arts in Teaching
Master of Business Administration
Master of Science in Criminal Justice

Comp USA Inc. Training

Address: 1975 Diamond Boulevard, Suite A10, Concord, California 94520

Phone: 925-681-4250 Fax: 925-743-3255

Website: <http://www.compusa.com>

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Advanced Technologies

Cisco Router

Database

Graphics & Publishing

Integrated & Business Applications

Internet

Macintosh Software

Microsoft Windows NT & 2000

Specialty Advanced Technical Training

Spreadsheets & Financial

The Basics

Word Processing

Computer Technologies Program

Address: 2002 Addison Street, Suite 201, Berkeley, California 94704

Phone: 510-849-2911 Fax: 510-849-2968

Website: <http://www.ctberk.org>

Years in Operation: 30+ Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Programming

Office Systems

Computer Training Institute

Address: 6250 Thornton Avenue, Newark, California 94560

Phone: 510-742-9600

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Administrative Support	Computerized Accounting Specialized
Administrative Support Specialist	Medical Office
Administrative Support Specialized	Medical Office Specialist
Computer Graphic Design	Medical Office Specialized
Computer Graphic Design Specialist	Microcomputer Networking Specialist
Computer Graphic Design Specialized	Microcomputer Networking Technician
Computerized Accounting	Microcomputer Networking Specialized
Computerized Accounting Specialist	

Construction Craft Training Center

Address: 26218 Industrial Boulevard, Hayward, California 94548

Phone: 510-785-2282

Website: <http://www.cctc.edu>

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Apprenticeship
California Electrical Certificate Prep
Task Training Journeyman Upgrade

Contra Costa College

Address: 2600 Mission Bell Drive, San Pablo, California 94806

Phone: 510-235-7800

Fax: 510-236-6768

Website: <http://www.contracosta.edu>

Years in Operation: 55 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Administration of Justice
Anthropology
Architecture/Environment
Automotive Services
Business
Computer and Communications (Clerical)
Computer Information Systems (Administrative Assistant)
Cosmetology
Counseling
Culinary Arts
Dental Assisting
Drafting Technology
Early Childhood Education (Child Day Care)
Electronics (Computers and Communications Technology)
Emergency Medical Sciences
Engineering
Environmental Design/Architecture
Field Studies
Graphic Communication (Graphic Design)
Health Education
Industrial Technology
Inspection Technology
Intercollegiate Athletics
Medical Assisting and Office Technician
Nursing
Office Information Systems
Public Service Education
Real Estate
Refrigeration and Appliance Repair
Technology (Electronics)
Welding Technology

Contra Costa County Regional Occupational Program

Address: 77 Santa Barbara Road, Pleasant Hill, California 94523

Phone: 925-942-3368

Fax: 925-934-1057

Years in Operation: 30 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Business Services (Administrative Assistant)

Careers With Children (Child Care)

Hospitality

Industrial Occupations

Medical Occupations (Medical Terminology)

Contractors License Courses of California

Address: 285 West MacArthur Boulevard, Oakland, California 94611

Phone: 510-652-3133

Fax: 510-652-3119

Website: <http://www.contractorstestprep.com>

Years in Operation: 28 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

California Contractors Licenses

Contractors State License Services

Address: 348 Pendleton Way, Oakland, California 94621

Phone: 510-667-9879

Website: <http://www.csllscorp.com>

Years in Operation: 18 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Estimate and Blue Print Reading

Home Inspection

Law and Business Management

Professional Contractors Business Program

Dental Assistant Training School

Address: 3603 Jamison Way, Castro Valley, California 94546

Phone: 510-582-4321

Fax: 510-547-3404

Years in Operation: 6 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Dental Assistant

Deloux Cosmetology

Address: 4330 Clayton Road, Suite I-E, Concord, California 94521

Phone: 925-602-1040

Fax: 925-682-0588

Years in Operation: 5 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Cosmetologist

Esthetician

Manicurist

Teacher Training Courses

Delta Beauty College Inc.

Address: P.O. Box 652, Antioch, California 94509

Phone: 925-754-4992

Fax: 925-754-8134

Years in Operation: 35 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	yes	Continuing Education Classes:	Yes

Courses/Programs

Cosmetologist

DeVry Institute of Technology

Address: 6600 Dumbarton Circle, Fremont, California 94555

Phone: 925-685-1230

Website: <http://www.devry.com>

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Biomedical Engineering Technology

Business Administration

Computer Engineering Technology

Computer Information Systems

Electronics Engineering Technology

Network and Communications Management

Network Systems Administration

Technical Management

Diablo Valley College

Address: 321 Gold Club Drive, Pleasant Hill, California 94323

Phone: 925-685-1230

Fax: 925-685-1551

Website: <http://www.dvc.edu>

Years in Operation: 55 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Administration of Justice
Architecture Technology
Broadcast Communication Arts (Graphic Design)
Dental Careers
Early Childhood Education (Child Day Care)
Electronics (CA)
Engineering Technology
Geographic Information Systems/Global
Positioning System
Horticulture
Hotel and Restaurant Management
Library and Information Technology
Machine Technology
Multimedia
Music Industry Studies
Personal Training/Fitness Instruction
Respiratory Therapy
Special Education Paraprofessional
Sports Medicine/Athletic Training

Dominican School of Philosophy and Theology

Address: 2401 Ridge Road, Berkeley, California 94709

Phone: 510-849-2030

Fax: 510-849-1372

Website: <http://www.dspt.edu>

Years in Operation: 72 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Certificate of Theological Studies

Completion BA in Philosophy

MA Degrees in Philosophy & Theology

Master of Divinity Degree

Dublin Beauty College

Address: 6222 Thornton Avenue, Newark, California 94560

Phone: 925-829-7644

Fax: 925-829-2412

Years in Operation: 22 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Cosmetology

Manicurist

East Oakland Youth Development Center

Address: 8200 International Boulevard, Oakland, California 94621

Phone: 510-569-8088

Fax: 510-632-6942

Website: <http://www.eoydc.org>

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Computer Classes (Clerical)

Embry-Riddle Aeronautical University

Address: 7700 Edgewater Drive, Suite 816, Oakland, California 94621

Phone: 510-636-2424

Fax: 510-636-2421

Website: <http://www.erau.edu>, <http://www.embryriddle.edu>

Years in Operation: 78 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Associate of Science in Professional Aeronautics

Associate of Science in Technical Management

Bachelor of Science in Professional Aeronautics

Bachelor of Science in Technical Management

Master of Aeronautical Science

English Center for International Women

Address: P.O. Box 9968, Mills College, Oakland, California 94613

Phone: 510-430-2234

Fax: 510-430-2259

Website: <http://www.eciw.org>

Years in Operation: 26 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Career & Computer Courses (Clerical)

TOEFL Prep

Expression Center for New Media

Address: 6601 Shellmound Street, Emeryville, California 94608

Phone: 510-654-2934

Fax: 510-594-6916

Website: <http://www.expression.edu>

Years in Operation: 5 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

BA of Applied Science Degree in Digital Graphic Design

BA of Applied Science Degree in Digital Visual Media

BA of Applied Science Degree in Sound Arts

Digital Visual Media

Graphic Design

Sound Arts

Family Bridges

Address: 168 Eleventh Street, Oakland, California 94607

Phone: 510-839-3022

Website: <http://www.fambridges.org>

Years in Operation: 38 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

E-mail

Introduction to the Internet

Microsoft Word

Microsoft Excel

Famsoft Corporation

Address: 1300 Fulton Place, Fremont, California 94539

Phone: 510-683-3940 Fax: 510-683-3960

Website: <http://www.famsoft.com>

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Legacy Systems Conversion

Network and System Management

Oracle 11i Implementations

Oracle 11i Upgrades

Oracle Database Management

Oracle DBA

Oracle Developer

Oracle Financials Analyst

Remote Database Administration

UNIX System Administration

Feldenkrais Movement Institute

Address: 721 The Alameda, Berkeley, California 94707

Phone: 510-527-2634 Fax: 510-528-1332

Website: <http://www.feldenkraisinstitute.org>, <http://www.movementstudies.com>

Years in Operation: 20 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Practitioner Training Program

Frederick W. Taylor University

Address: 346 Rheem Boulevard, Suite 203, Moraga, California 94556

Phone: 925-376-0900

Fax: 925-376-0908

Website: <http://www.ftu.edu>

Years in Operation: 10 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Bachelor of Business Administration (B.B.A.)

Bachelor of Science in Management (B.S.)

Master of Business Administration

Fremont Beauty College

Address: 6222 Thornton Avenue, Newark, California 95560

Phone: 510-797-7318

Fax: 510-797-5065

Years in Operation: 23 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Cosmetology

Esthetician

Manicuring

Golden Gate University

Address: 801 Ygnacio Valley Road, Walnut Creek, California 94596

Phone: 925-945-7132

Fax: 925-932-6891

Website: <http://www.ggu.edu>

Years in Operation: 19 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Computer Information Systems (Network Administration)

Telecommunications Management

Goodwill Industries of the Greater East Bay

Address: 1301 30th Avenue, Oakland, California 94601

Phone: 510-534-6666

Fax: 510-534-0837

Website: <http://www.eastbaygoodwill.org>

Years in Operation: 87 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Custodial Maintenance	Material Handling
Donation Customer Service	Processing of Textile
Food Services	Telecommunications/Reception
Grocery Shelf Stock	Truck Driving

H & R Block Tax Training School

Four Locations in the East Bay:

Fremont: 5109 Mowry Avenue, Fremont, California 94538 | Phone: 510-790-7376

Oakland: 3201 Grand Avenue, Oakland, California 94610 | Phone: 510-893-4384

San Leandro: 14210 East 14th Street, San Leandro, California 94578 | Phone: 510-895-2645

Walnut Creek: 1280 Boulevard Way, Walnut Creek, California 94595 | Phone: 800-829-2000

Website: <http://www.hrblock.com>

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Income Tax Course 101
Seasonal Tax Professional

Hayward Adult School

Address: 2210 Princeton Street, Hayward, California 94541

Phone: 510-293-8595 Fax: 510-727-1139

Website: <http://www.haywardadult.com>

Years in Operation: 20 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Accounting Clerk	Medical Storekeeper
Admitting Clerk	Medical Transcriber
Advanced Web Site Design	Microsoft 2000 Office Specialist
Chart Room Attendant	Network Administrator
Clerk Typist/Office Assistant	Nutritional Aide/Clerk
Clinical Medical Assistant	Pediatric Medical Secretary/Administrative Assistant
Computer Repairer	Pediatric Office Clerk
Custodian	Pharmacy Technician/Training Program
Customer Service Representative	Pharmacology
Data Entry Clerk	Phlebotomy for the Medical Profession
Desktop Computer Technician	Receptionist
Home Care Worker	Records Release/Legal Transcriber
Hospital Unit Assistant	Schedule Maintenance
Insurance Clerk/Medical Billing	Secretary/Administrative Assistant
Legal Secretary	Secretary/Word Processor
Legal Transcriber	Staffer/Scheduler (Hospital/Clinic)
Medical Material/Management Clerk	Child Daycare Center Worker
Medical Secretary	
Medical Secretary/Administrative Medical Assistant	

Heald College

Two Locations in the East Bay:

Hayward: 25500 Industrial Boulevard, Hayward, California 94545 | Phone: 510-783-2100 | Fax: 510-783-3287

Concord: 5130 Commercial Circle, Concord, California 94520 | Phone: 925-288-5800

Website: <http://www.heald.edu>

Years in Operation: 140 Years

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Accounting
Business Accounting
Business Administration
Cisco Systems
Criminal Justice
Medical Administrative Assistant
Medical Assistant
Medical Assisting
Medical Office Administration
Microsoft Windows Systems Administration
Network Systems Administration
Office Skills
Office Technologies
Sales and Marketing
Software Technologies
Technical Support

Holy Names College

Address: 3500 Mountain Boulevard, Oakland, California 94619

Phone: 510-436-1300

Website: <http://www.hnc.edu>

Years in Operation: 135 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Business	Philosophy and Religious Studies
Computers and Communications	Pre Law
Human Services	Pre-Professional Health Science
Humanities	Psychology
International Relations	Sociology
Master of Arts in Culture & Spirituality Nursing	Sophia Certificate

Hypnosis Clearing House

Address: 3702 Mount Diablo Boulevard, Lafayette, California 94549

Phone: 925-283-3941

Fax: 925-283-9044

Website: <http://www.hypnotherapytraining.com>

Years in Operation: 22 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Coaching for Helping Professionals
Energy Therapy
Hypnotherapy

Institute for Educational Therapy (Bauman College)

Address: P.O. Box 940, Penngrove, California 94710

Phone: 510-540-7041

Fax: 510-540-7541

Website: <http://www.baumancollege.org>

Years in Operation: 20 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Nutrition Educator

Nutritional Consultant

Inter-City Services Inc.

Address: 3269 Adeline Street, Berkeley, California 94703

Phone: 510-655-3552

Fax: 510-655-3554

Website: <http://www.icsworks.org>

Years in Operation: 20 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Computer Information Sciences

Medical Services

Secretary Services

International College of Cosmetology

Address: 3701 International Boulevard, Oakland, California 94601

Phone: 510-261-8256

Fax: 510-261-0866

Website: <http://www.international-cosmetology.com>

Years in Operation: 4 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Cosmetology

Esthetician

Manicurist

Jackson Hewitt Tax School

Address: 2605 San Pablo Avenue, Berkeley, California 94702

Phone: 510-843-5428

Fax: 510-843-2115

Years in Operation: 14 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Basic Taxes

Intermediate Tax Prep Services

Professional Tax Prep Services

Jesuit School of Theology at Berkeley

Address: 1735 Leroy Avenue, Berkeley, California 94709

Phone: 510-549-5000

Fax: 510-841-8536

Website: <http://www.jstb.edu>

Years in Operation: 68 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Doctor of Sacred Theology
Licentiate in Sacred Theology
Master of Arts, Theology

Master of Divinity
Master of Theological Studies
Master of Theology

JMC Affordable Truck Driving School

Address: 1212 Cutting Boulevard, Richmond, California 94804

Phone: 510-965-1100

Fax: 510-965-0559

Years in Operation: 4 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Class A
Class B

John F. Kennedy University

Address: 100 Ellinwood Way, Pleasant Hill, California 94523

Phone: 925-969-3300

Fax: 925-969-3331

Website: <http://www.jfku.edu>

Years in Operation: 38 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Graduate School for Holistic Studies

Professional Psychology

School of Law

School of Liberal Arts

School of Management

Kaplan Educational Center

Address: 150 Berkeley Square, Berkeley, California 94704

Phone: 510-204-8980

Fax: 510-204-8988

Website: <http://www.kaplan.com>

Years in Operation: 60 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

ACT

COMPLEX

CPA

CSA

DAT

GMAT

GRE

LSAT

MCAT

NAPLEX

NBDE

NCLE

PSAT

SAT

State Tests

TOEFL

USMLE

Keller Graduate School of DeVry University

Address: 6600 Dumbarton Circle, Fremont, California 94555

Phone: 510-574-1250

Fax: 510-742-0375

Website: <http://www.devrycolleges.com>

Years in Operation: 30 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Accounting & Financial Management

Business Administration

Educational Management

Electronic Commerce Management

Finance

General Management

Health Services

Human Resource Management

Information Security

Information Systems Management

Marketing

Project Management

Public Administration

Telecommunications Management

Laney Community College

Address: 900 Fallon Street, Oakland, California 94607

Phone: 510-464-3218 Fax: 510-464-3231

Website: <http://www.peralta.cc.ca.us>

Years in Operation: 35 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Arts

Business

Communication

Humanities

Language Arts

Mathematics

Science

Social Sciences

Technology Programs

Vocational Programs

Language Studies International

Address: 2015 Center Street, Berkeley, California 94704

Phone: 510-841-4695 Fax: 510-841-3015

Website: <http://www.lsi-america.com>

Years in Operation: 23 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

IELTS

TOEFL

Las Positas College

Address: 3033 Collier Canyon Road, Livermore, California 94551

Phone: 925-373-5800

Fax: 925-443-0742

Website: <http://www.laspositascollege.edu>

Years in Operation: 28 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Accounting Technician	Early Childhood Development (Basic Teacher)
Administration of Justice	Early Childhood Development (Family Child Care)
Administrative Assistant	Electronics-Telecommunications Systems
Art (Emphasis in Graphic Design)	Fire Service Technology
Automotive Electronics Technology	Horticulture
Automotive Service Technician	Industrial Technology
Automotive Technician	Interior Design
Business	Laser Technology
Business Entrepreneurship	Marketing
Business Workforce Proficiency	Music (Piano Pedagogy)
Computer Application Software (Microcomputers)	Occupational Safety and Health
Computer Information Systems	Photography
Computer Network Administration	Physical Education (Coaching)
Computer Network Technician	Physical Education (Sports Medicine)
Cisco Network Associate	Retail Management
Cisco Network Professional	Retailing Science Technology
Computer Programming	Supervision, Supervisory Management Level I
Computer Programming for the Web	Technical Illustration
Drafting Technology	Vacuum Technology
Early Childhood Development	Visual Communications
Early Childhood Development (Associate Teacher)	Welding Technology

Life Chiropractic College West

Address: 25001 Industrial Boulevard, Hayward, California 94545

Phone: 800-788-4476 Fax: 510-780-4525

Website: <http://www.lifewest.edu>

Years in Operation: 23 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Anatomy & Chemistry

Chiropractic Philosophy & Principles

Clinical Education

Diagnosis

Imaging

Physiology & Pathology

Technique & Analysis

Lincoln University

Address: 401-15th Street, Oakland, California 94612

Phone: 510-628-8010

Fax: 510-628-8012

Website: <http://www.lincoln.ca.edu>

Years in Operation: 93 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Business Administration

Computer Science (Network Administration)

Psychology

Livermore Adult School

Address: 543 Sonoma Avenue, Livermore, California 94550

Phone: 925-606-4722

Fax: 925-606-3389

Website: <http://www.livermoreadulted.org>

Years in Operation: 50 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Art

Community Interest

Computer Education

Corporate Training

Vocational Training

Los Medanos College

Address: 2700 East Leland Road, Pittsburg, California 94565

Phone: 925-439-2181

Fax: 925-439-5709

Website: <http://www.losmedanos.edu>

Years in Operation: 30 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Administration of Justice
Appliance Service Technology
Automotive Technology
Biological Science
Business
Child Development
Computer Networking Technology
Computer Science
Cosmetology
Emergency Medical Services
Fire Academy/Technology
Nursing
Paramedic/Pre-Hospital Emergency Care
Psychology
Public Safety Training
Real Estate
Recording Arts
Travel Marketing
Welding Technology

Martinez Adult Education

Address: 600 F Street, Martinez, California 94553

Phone: 925-228-3276 Fax: 925-228-6989

Website: <http://www.martinez-ed.org>

Years in Operation: 80+ Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Business Training-Day

Business Training-Evening

Community/Professional

Technology (Clerical)

McKinnon Institute

Address: 2940 Webster Street, Oakland, California 94609

Phone: 510-465-3488 Fax: 510-465-1533

Website: <http://www.mckinnonmassage.com>

Years in Operation: 30 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Massage Therapy

Merritt College

Address: 12500 Campus Drive, Building Q-202, Oakland, California 94619

Phone: 510-436-2637 Fax: 510-434-3825

Website: <http://www.merritt.edu>

Years in Operation: 50 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Computer Information Systems
Cosmetology
Dental Assisting
Electronics Technology
Emergency Medical Technician

Health Profession and Occupations
Library Information Studies
Nursing
Paralegal Studies
Real Estate

Micro-Easy Computer Institute

Address: 3851 San Pablo Dam Road, El Sobrante, California 94802

Phone: 510-262-9949 Fax: 510-262-9968

Website: <http://www.microeasycomputer.com>

Years in Operation: 3 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

A+ Computer Technician
Excel Specialist
HI-Tech Office Specialist (Computer Applications)
Network Technician
Web Design (Web Master)
Word Specialist

Mission Valley Regional Occupational Program

Address: 40230 Laido Road, Fremont, California 94538

Phone: 510-657-1865

Fax: 510-638-0378

Website: <http://www.mvrop.org>

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Internet & Computer Certification

Microsoft Office Specialist Certification

Montessori Teacher Education Center

Address: 16492 Foothill Boulevard, San Leandro, California 94578

Phone: 510-278-1115 Fax: 510-278-1577

Website: <http://www.montessoritec-sf.com>

Years in Operation: 23 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Early Childhood Teacher Credential Program

Elementary I Teacher Credential Program

Elementary II Teacher Credential Program

Infant/Toddler Teacher Credential Program

Moving On Center

Address: 1428 Alice Street, Oakland, California 94612

Phone: 510-834-0284 Fax: 510-834-1469

Website: <http://www.movingoncenter.org>

Years in Operation: 10

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Massage Therapist

Participatory Arts

Somatic Movement Therapy

Mt. Diablo Adult Education

Address: 1266 San Carlos Avenue, Concord, California 94518

Phone: 925-685-7340 Fax: 925-363-9757

Website: <http://www.mdusd.k12.ca.us/adulted>

Years in Operation: 50+ Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

A+ Computer Repair Technician

Account Clerk

Business Occupations Training

Comprehensive Medical Assistant

Computer Operator Training

Dental X-ray

Emergency Medical Training

Food Safety Training Certification Training

Income Tax Preparer

Medical Terminology/Transcription/Billing

Nursing Assistant

Sterile Processing

Surgical Technician

Television/Video Production

Veterinarian Assistant

Naropa University

Address: 2141 Broadway, Oakland, California 94612

Phone: 510-835-4827

Website: <http://www.naropa.edu>

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Contemplative Psychology
Early Childhood Education
Environmental Studies
Interdisciplinary Studies
Religious Studies
Traditional Eastern Arts

National Holistic Institute and Teaching Clinic

Address: 5900 Hollis Street, Suite Q, Emeryville, California 94541

Phone: 800-315-3552

Website: <http://www.nhimassage.com>

Years in Operation: 25 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Massage Therapy

New Horizons Computer Learning Center

Two Locations in the East Bay:

Dublin: 6665 Amador Plaza Road, Suite 100, Dublin, CA 94568

Walnut Creek: 1990 North California Blvd., Suite 20, Walnut Creek, CA 94596

Phone: 800-364-9368

Fax : 408-436-1273

Website: <http://www.newhorizons.com>

Years in Operation: 18 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Business Skills	Microsoft Windows-Technical
Cisco	Multimedia
Citrix	Networking
Convergent Technologies	Novell
Databases	Operating Systems
Desktop Presentations	Oracle
Desktop Publishing	Personal Productivity
Developer	Project Management
English	Spreadsheets
Financial/Business	System Administration
Fundamentals	Transaction Server
Graphics/Web Design	Wireless
Hardware	Word Processing
HIPAA Training	Workplace Safety
Information Security	
Internet	
Linux/Unix	
Lotus/Lotus Notes	
Microsoft Application Architecture and Development	
Microsoft Exchange Server	
Microsoft NET	
Microsoft Office-Technical	
Microsoft Other-Technical	
Microsoft SMS	
Microsoft SQL Server	
Microsoft Web/E-Commerce Application Development	

Next Step Learning Center

Address: 2222 Curtis Street, Oakland, California 94607

Phone: 510-251-1731 Fax: 510-251-8028

Website: <http://www.nextsteplc.org>

Years in Operation: 10 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Word 2000 (Clerical)

Nightingale Nursing

Address: 101 Callan Avenue, Suite 405, San Leandro, California 94577

Phone: 510-357-4222

Fax: 510-357-5646

Website: <http://www.nightingalenursing.com>

Years in Operation: 12 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Nursing Certification Courses

Northwestern Polytechnic University

Address: 117 Fourier Avenue, Fremont, California 94539

Phone: 510-657-5911

Fax: 510-657-8975

Website: <http://www.npu.edu>

Years in Operation: 20 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Accounting
Computer Programming
Economics
Internet Technology

Oakland Institute of Automotive Technology

Address: 2600 West Street, Oakland, California 94612

Phone: 510-272-9000

Fax: 510-272-9000

Years in Operation: 7 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Automotive Technology, Maintenance, and Repair

Pacific Lutheran Theological Seminary

Address: 2770 Marin Avenue, Berkeley, California 94708

Phone: 510-524-5264

Fax: 510-524-2408

Website: <http://www.plts.edu>

Years in Operation: 54 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Associate in Ministry (AIM)
 Certificate of Advanced Theological Studies
 Certificate of Theological Studies
 Diaconal Ministers
 Doctor of Theology/Doctor of Philosophy
 Master of Arts
 Master of Christian Ministry
 Master of Divinity
 Master of Divinity/Master of Arts Joint Degree
 Master of Theological Studies
 Theological Education for Emerging Ministries (TEEM) Certificate

Pacific States Aviation

Address: 51 John Glenn Drive, Concord, California 94518

Phone: 925-685-4400

Fax: 925-687-2434

Website: <http://www.pacificstatesaviation.com>

Years in Operation: 36 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Jeppesen

Multimedia Flight Training

One on One Ground

Six Training Aircraft

Paris Beauty College

Address: 1950 E. Market Street, Concord, California 94520

Phone: 925-685-7600

Fax: 925-686-7600

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Cosmetology

Permanent Choices

Address: 494 McCormick Street, San Leandro, California 94577

Phone: 510-382-1131

Website: <http://www.permanentchoices.com>

Years in Operation: 15 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Permanent Makeup Course

Phlebotomy Plus

Address: 1501 North Broadway, Suite 410, Walnut Creek, California 94596

Phone: 925-947-3594 Fax: 925-947-3554

Years in Operation: 13 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	yes

Courses/Programs

Phlebotomist Certificate Program

Pittsburg Adult Education Center

Address: 1151 Stoneman Avenue, Pittsburg, California 94565

Phone: 925-473-4460

Fax: 925-473-4470

Website: <http://www.pittsburg.k12.ca.us/paec/>

Years in Operation: 66 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Auto Repair
Barber/Cosmetologist Apprenticeship
Bookkeeper/Accounting Clerk
Clerical Medical Assistant
Certified Nursing Assistant/Home Health Aide
Computer Repair Technician
Customer Service Representative
Data Entry Clerk
General Office Clerk
Institutional Cooking
Instructional Aide
Medical Front Office Assistant
Medical Transcriptionist
Pharmacy Technician
Phlebotomy
School Clerk
School Secretary
Secretary/Administrative Assistant
Serve Safe
Umpire-Sports Official
Welder

Pleasanton and Dublin Unified School District - Adult/Community Education

Address: 215 Abbie Street, Pleasanton, California 94566

Phone: 925-426-4280

Website: <http://www.pleasanton.k12.ca.us>

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Accounting Made Easy	Microsoft Word Fundamentals (Office/Clerical)
Civil Engineering	Notary Public
Digital Photography	Pharmacology & Principles of Administration (LVN)
Electrical Engineering	PowerPoint Fundamentals/Advanced (Administrative Assistant, Clerical)
Excel Fundamentals (Office/Clerical)	Retail Sales Associate
Fundamentals of Engineering	Web Page Design
How to Break Into Interior Landscaping	
Mechanical Engineering	
Medical Office Assistant Program	

Precision Truck School Inc.

Address: 7700 Edgewater Drive, Suite 836, Oakland, California 94621

Phone: 510-638-7078 Fax: 510-638-8811

Years in Operation: 20 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Class A

Progressive Computer Learning

Address: 727 El Cerrito Plaza, Suite 727, El Cerrito, California 94803

Phone: 510-558-7411

Fax: 510-558-7453

Years in Operation: 3 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Computer Applications (Administrative Assistant)

Medical Records/Medical Terminology

Word Processing Specialist (Clerical)

Property Management Training Institute Inc.

Address: 111 Jackson Street, Suite A, Hayward, California 94544

Phone: 510-881-4390

Fax: 510-881-4399

Website: <http://www.impactresources.com>

Years in Operation: 7 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

HVAC/R Training

Property Management Training

Prudential California Real Estate School

Address: 5724 West Las Positas Boulevard, Suite 100, Pleasanton, California 94588

Phone: 925-924-4780

Fax: 925-924-0419

Website: <http://www.prurealty.com>

Years in Operation: 10 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Principles

Weekend Prep

Quick Learning School

Address: 1465 Enea Circle, Concord, California 94520

Phone: 925-676-1526

Fax: 925-682-5493

Website: <http://www.quicklearningschool.com>

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Contractors

Insurance

Long Term Care

Notary

Real Estate

Securities

Tax Prep

Rosen Method Berkeley Center, The

Address: 825 Bancroft Way, Berkeley, California 94740

Phone: 510-845-6606

Fax: 510-845-8114

Website: <http://www.rosenmethod.com/berkschool.htm>

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Rosen Method Bodywork: Self Development & Training

Safety 1st Commercial Driver Training

Mailing Address: P.O. Box 7314, Fremont, CA 94537

Physical Address: 31030 Union City Blvd., Union City

Phone: 510-793-1773 Fax: 510-487-4955

Years in Operation: 11 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Commercial Truck Driver Training

Samuel Merritt College

Address: 370 Hawthorne, Oakland, California 94609

Phone: 510-869-6511

Fax: 510-869-6725

Website: <http://www.samuelmerritt.edu>

Years in Operation: 94 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Nursing (Registered Nurse)

Occupational Therapy

Physical Therapy

Physicians Assistant

Podiatric Medicine

School of Healing Touch

Address: 2881 Castro Valley Blvd., Suite 4, Castro Valley, California 94546

Phone: 510-886-0893

Fax: 510-886-0922

Website: <http://www.schoolofhealingtouch.com>

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Massage Therapy

Prenatal Massage Therapy

Spa & Massage Therapy

Sierra Academy of Aeronautics

Address: 9465 Earhart Road, Oakland, California 94621

Phone: 510-568-6100 Fax: 510-553-0747

Website: <http://www.sierraacademy.com>

Years in Operation: 35 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Aircraft Mechanic

Aircraft Pilot

Dispatcher

Helicopter Pilot

Silicon Valley College

Three Locations in the East Bay:

Fremont: 41350 Christy Street, Fremont, CA 94538 | Phone: 510-623-9966 | Fax: 510-623-9822

Emeryville: 1400 65th Street Suite 200, Emeryville, CA 94608 | Phone: 510-601-0133 | Fax: 510-601-0793

Walnut Creek: 2800 Mitchell Drive, Walnut Creek, CA 94598 | Phone: 925-280-0235 | Fax: 925-280-0267

Website: <http://www.siliconvalley.edu>

Years in Operation: 15 Years

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Business Administration-Networking Technology,

Bachelor of Science

Computer Graphics Designer

Computer Graphics Specialist

Computer Graphics, Associate of Applied Science

Dental Assisting

Design and Visualization, Bachelor of Arts

Health Information Technology

Massage Therapy/Holistic Health

Medical Assisting

Network Systems Administration

Network Technician

Pharmacy Technician

Spectrum Community Services Inc.

Address: 1435 Grove Way, Hayward, California 94546

Phone: 510-881-0300 ext 228

Fax: 510-537-3340

Website: <http://www.spectrumcs.org>

Years in Operation: 30 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Accounting

Data Entry

Word Processing

St. Joseph of Arimathea Anglican Theological College

Address: 2316 Bowditch Street, Berkeley, California 94704

Phone: 510-841-3083

Fax: 510-841-4163

Website: <http://www.anglicanpck.org>

Years in Operation: 24 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Music Program

Sacred Theology

St. Mary's College

Address: 1928 Saint Mary's Road, Moraga, California 94575

Phone: 925-631-4000

Fax: 925-376-7193

Website: <http://www.stmarys-ca.edu>

Years in Operation: 155 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Accounting
 Anthropology/Sociology
 Art and Art History
 Biology
 Business Administration
 Chemistry
 Classical Languages
 Collegiate Seminar
 Communication
 Economics
 Education
 Engineering
 English and Drama
 Environmental Science and Studies Programs
 Integral Program
 International Area Studies
 Kinesiology
 Liberal and Civic Studies
 Mathematics and Computer Science
 Nursing Program
 Religious Studies

Starr King School for the Ministry

Address: 2441 Le Conte Avenue, Berkeley, California 94709

Phone: 510-845-6232

Fax: 510-845-6273

Website: <http://www.sksm.edu>

Years in Operation: 99 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Master of Arts

Master of Divinity

Theological Union

Tax School, The

Address: 3744 Sycamore Street, Suite 21, Newark, California 94560

Phone: 800-327-1040

Fax: 800-426-2345

Website: <http://www.taxschool.com>

Years in Operation: 19 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

IRA & 401k Plans

Partnership Returns

Prime Taxations

Select Taxation

Tax Aspects of Real Estate

Tax Aspects of The Self Employeed

Testing for the Public

Address: 2299 Piedmont, Berkeley, California 94720

Phone: 510-526-3435

Fax: 510-526-3724

Website: <http://www.testing4.org>

Years in Operation: 17 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

GED
GMAX
LSAT

TLC School of Nursing Assistants

Address: 244 Willow Avenue Center, Suite A-2, Hercules, California 94547

Phone: 510-799-6241

Fax: 510-799-8429

Years in Operation: 3 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Nursing Assistant

Tri-Valley Regional Occupational Program

Address: 2600 Kitty Hawk Road, Suite 117, Livermore, California 94550

Phone: 925-455-4800 ext 107

Fax: 925-499-9126

Website: <http://www.tvrop.org>

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Auto Collision Repair I & II
Auto Machinist
Auto Service and Maintenance
Computer Networks and Systems
Cosmetology
Criminal Justice
Developmental Psychology of Children I & II
Economics of Business Ownership
Environmental Science & Technology
Forestry/Natural Resources
Health and Society I & II
Health Occupations
Intro to Optics and Lasers
Landscape Design/Nursery Practices
Manicuring
Marketing
Microsoft Office Applications
Nursing Assistant
Small Engines/Motorcycle Technology
Television Production
Visual Communications
Water Pollution Control
Web Page Design & The Internet

Turnkey Construction Management

Address: 209080 Redwood Road, Suite 205, Castro Valley, California 94546

Phone: 510-537-2338

Fax: 510-537-3565

Years in Operation: 10 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Estimator

Project Manager

Unitek

Address: 29465 Paseo Padre Parkway, Suite 2900, Fremont, California 94538

Phone: 510-249-1060

Fax: 510-249-9125

Website: <http://www.unitek.com>

Years in Operation: 16 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Healthcare Training

IT Training

University of California, Berkeley

Address: 200 California Hall, Berkeley, California 94720

Phone: 510-642-6727 Fax: 510-642-8183

Website: <http://www.berkeley.edu>

Years in Operation: 155 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Agricultural and Environmental Chemistry	Integrative Biology
Agricultural and Resource Economics	Journalism
Ancient History and Mediterranean Archaeology	Landscape Architecture and Environmental Planning
Anthropology	Legal Studies
Applied Science and Technology	Linguistics
Architecture	Logic and the Methodology of Science
Biophysics	Manufacturing Engineering
Business	Mass Communications
Chemical Engineering	Materials Science and Engineering
City and Regional Planning	Mechanical Engineering
Civil and Environmental Engineering	Medical Sciences
Computational and Genomic Biology (Graduate)	Microbial Biology
Computer Science	Military Affairs Program
Conservation Resource Studies	Military Science/ROTC
Demography	Molecular & Biochemical Nutrition
Development Studies	Molecular Biology & Toxicology (various)
Endocrinology	Nuclear Engineering
Energy and Resources Group	Nutrition/Nutritional Sciences
Engineering (various)	Ocean Engineering
Engineering Science	Operations Research
Environmental Design	Optometry
Environmental Economics and Policy	Plant and Microbial Biology
Environmental Health Sciences	Political Economy of Industrialized Societies
Environmental Planning	Psychology
Environmental Sciences (various)	Public Health
Epidemiology	Religious Studies
Forestry	Rhetoric
Health and Medical Sciences	School of Information Management and Systems
Health Sciences, Environmental	Science and Technology, Applied
Health Services, Policy Analysis	Science and Mathematics Education (Graduate)
Humanities and Technology Project	Social Welfare
Humanities, College of Letters & Sciences Division	Sociology
Industrial Engineering and Operations Research	Sociology and Demography
Infectious Diseases and Immunity	Toxicology
Information Management and Systems	Wood Science & Technology

University of California, Berkeley - University Extension

Address: 1995 University Avenue, Berkeley, California 94720

Phone: 510-642-4111

Fax: 510-642-0374

Website: <http://www.unex.berkeley.edu>

Years in Operation: 113 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	No	Online Learning Courses:	Yes
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Art Meets Biotechnology
Basic Sciences and Biopharmaceutical Studies
Behavioral and Health Sciences
Bioinformatics
Career Development for UC Berkeley Employees
Career Nights
Certificate, Credential & Professional Sequences
Corporate Learning Programs
Education
Engineering Short Courses
English Language Programs
Environmental Management
Evening Certificate Programs
Graphic Design
International Diploma Programs
International Partnerships
Mathematics and Statistics
Online and Distance Learning
Osher Lifelong Learning Institute at UC Berkeley
Travel with Scholars
Wealth Management

University of Phoenix

Address: 370 N. Wiget Lane, Suite 100, Walnut Creek, California 94598

Phone: 888-925-6882 Fax: 888-925-0233

Website: <http://www.phoenix.edu>

Years in Operation: 25 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	Yes
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Associate of Arts in General Studies
Bachelor of Science in Business/Accounting
Bachelor of Science in Business/Administration
Bachelor of Science in Business/e-Business
Bachelor of Science in Business/Finance
Bachelor of Science in Business/Management
Bachelor of Science in Business/Marketing
Bachelor of Science in Criminal Justice
Administration
Bachelor of Science in Health Care Services
Bachelor of Science in Human
Services/Management
Bachelor of Science in Information Technology
Bachelor of Science in Management
Call Center Professional Certificate
Doctor of Business Administration
Doctor of Education in Educational Leadership
Doctor of Health Administration
Doctor of Management in Organizational
Leadership
E-Business Certificate
Human Resource Management Certificate
Master of Arts in Education with a Specialization
in Administration and Supervision
Master of Arts in Education with a Specialization
in Adult Education and Distance Learning
Master of Arts in Education with a Specialization
in Curriculum and Instruction
Master of Arts in Education with a Specialization
in Curriculum and Technology

Master of Arts in Education with a Specialization
in Early Childhood Education
Master of Arts in Education with a Specialization
in Special Education
Master of Arts in Education with a Specialization
in Teacher Education for Elementary Licensure
Master of Arts in Education with a Specialization
in Teacher Education for Secondary Licensure
Master of Arts in Organizational Management
Master of Business Administration
Master of Business Administration/Accounting
Master of Business Administration/e-Business
Master of Business Administration/Global
Management
Master of Business Administration/Health Care
Management
Master of Business Administration/Human
Resource Management
Master of Business Administration/Marketing
Master of Business Administration/Technology
Management
Master of Health Administration
Master of Management-International
Master of Science in Computer Information
Systems
Master of Science in Nursing
Master of Science in Nursing/Master of Business
Administration/Health Care Management
RN to Bachelor of Science in Nursing

University of San Francisco – Regional Campuses

Two Locations in the East Bay:

Oakland: 2808 Lakeshore Avenue, Oakland, CA 94610 | Phone: 510-238-5070

San Ramon: One Annabel Lane, Suite 115, Bishop Ranch, San Ramon, CA 94583 | Phone: 925-867-2711

Website: <http://www.usfca.edu>

Years in Operation: 150 Years

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Undergraduate Degrees:

Applied Economics

Information Systems

Organizational Behavior

Public Administration

Public Administration with an emphasis in Law Enforcement Leadership

Non-Profit Administration

Teaching Credential:

Single or Multiple Subject Teaching Credential with Master of Arts in Teaching option

Graduate Degrees:

Master of Science in Organization Development

Human Resources and Organization Development

Information Systems

Teaching English as a Second Language

Vista Community College

Address: 2020 Milvia Street, Berkeley, California 94704

Phone: 510-981-2800

Fax: 510-841-7333

Website: <http://www.peralta.cc.ca.us>

Years in Operation: 30 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Accounting
 Administrative Assistant
 Administrative Assistant/Medical
 Administrative/Accounting Assistant
 Applied Micro Computer Information Systems
 Art
 Biotechnology
 Business Administration
 Business Office - Technology
 Creative Writing/Fiction
 Creative Writing/Playwriting and Screenwriting
 Creative Writing/Poetry
 Digital Imaging
 Digital Video Arts
 English Language and Literature
 English Language/Writing
 Figure Drawing
 General Business
 International Trade
 Social Services Paraprofessional
 Spanish Language
 Travel Industry
 Web Design/Production
 Women's Studies

Vocational Skills Inc.

Two Locations in the East Bay:

dba Valley College of Cosmetology: 2006 Castro Valley Boulevard, Castro Valley, California 94546

dba Hayward College of Cosmetology: 22641 Main Street, Hayward, California 94541

Phone: 510-537-2005

Years in Operation: 30+ Years

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Cosmetology

Manicurist

West Contra Costa Adult Education

Address: 6028 Ralston Avenue, Richmond, California 94805

Phone: 510-215-4666

Fax: 510-215-0430

Website: <http://www.wccusd.k12.ca.us>

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	No	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

CPR

QuickBooks

REQ

Western Career College

Two Locations in the East Bay:

Pleasant Hill: 380 Civic Drive, Suite 300, Pleasant Hill, CA 94523 Phone: 925-609-6650/800-584-4520

San Leandro: 170 Bayfair Mall, San Leandro, CA 94578 Phone: 510-276-3888/800-584-4553

Website: <http://www.westerncollege.com>

Years in Operation: 17 Years

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	No

Courses/Programs

Dental Assisting

Massage Therapy

Medical Administrative Assisting

Medical Assisting

Medical Billing

Pharmacy Technology

Veterinary Technology

Vocational Nursing

Western College of Travel Careers

1475 N. Broadway, Suite 390, Walnut Creek CA 94596-4288

Phone: 925-945-0790

Fax: 925-943-2349

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Travel Counselor

Western Institute for Social Research

Address: 3220 Sacramento Street, Berkeley, California 94702

Phone: 510-655-2830

Website: <http://www.wisr.edu>

Years in Operation: 28 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance Learning Courses:	Yes
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	No

Courses/Programs

Education

Higher Education & Social Change Psychology

Human Services & Community Development

Social Sciences

Western Truck School

Address: 2949 Whipple Road, Union City, California 94587

Phone: 800-929-1315

Fax: 510-489-6347

Website: <http://www.westerntruckschool.com>

Years in Operation: 25 Years

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Bus Driving Certificate

Class A

Class B

Forklift Certificate

World Wide Educational Services

Address: 2280 Diamond Boulevard, Suite 330, Concord, California 94520

Phone: 925-798-2000

Fax: 925-798-5314

Years in Operation: 28 Years

Multiple Training Site Locations? Yes (Additional training site location in Pittsburg)

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	Yes	Continuing Education Classes:	Yes

Courses/Programs

Advanced Office Careers (Administrative Assistance, Legal Secretary, Medical Office)

Computer Skills Applications (Administrative Assistance Network Administration, Graphic Design)

Management/Customer Service Careers

Technical Training Careers (Electronics, Telecommunications, CATV)

Wright Institute, The

Address: 2728 Durant Avenue, Berkeley, California 94704

Phone: 510-841-9230

Fax: 510-841-0167

Website: <http://www.wrightinst.edu>

Years in Operation: 35 Years

Multiple Training Site Locations? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance Learning Courses:	No
Academic Advising:	Yes	Online Learning Courses:	No
Veteran Approved:	No	Continuing Education Classes:	Yes

Courses/Programs

Psychology

Occupation-Training Index

Amusement and Recreation Attendants

On-the-job training provided by employers

Bartenders

On-the-job training provided by employers

Carpenters

Apprenticeship and on-the-job training provided by employers (see page 101 for Apprenticeship information)

Cashiers

Asians for Job Opportunities in the Bay Area

Also: On-the-job training provided by employers

Cement Masons and Concrete Finishers

Apprenticeship and on-the-job training provided by employers (see page 101 for Apprenticeship information)

Civil Engineers

University of California, Berkeley

Computer Programmers

See Computer/Technical Related Occupations

Computer Support Specialists

See Computer/Technical Related Occupations

Computer Systems Analysts

See Computer/Technical Related Occupations

Counter and Rental Clerks

Asians for Job Opportunities in the Bay Area

Goodwill Industries

Hayward Adult School

Pittsburg Adult Education Center

World Wide Educational Services

Also: On-the-job training provided by employers

Computer/Technical Related Occupations

Access USA Training Center

Alameda Computer Center

Albany Adult Education

American Business College International

Antioch Adult School

Asians for Job Opportunities in the Bay Area

Berkeley Adult School

California State University, Hayward

Career Development Institute of Oakland

Castro Valley Adult School

Chabot College

Chapman University

College of Alameda

Computer Technologies Program

Computer Training Institute

Computer/Technical Related Occupations - Continued

Contra Costa College
Contra Costa County Regional Occupation Program
DeVry Institute of Technology
East Oakland Youth Development Center
English Center for International Women
Famsoft Corporation
Golden Gate University
Hayward Adult School
Heald College
Keller Graduate School of DeVry University
Las Positas College
Livermore Adult School
Los Medanos College
Merritt College
Micro-Easy Computer Institute
Mission Valley Regional Occupation Program
Mt. Diablo Adult Education
New Horizons Computer Learning Center
Next Step Learning Center
Northwestern Polytechnic University
Pittsburg Adult Education Center
Progressive Computer Learning
Silicon Valley College
Tri-Valley Regional Occupation Program
University of California, Berkeley
University of Phoenix
University of San Francisco – Regional Campuses
Vista Community College
World Wide Educational Services

Data Entry Keyers

Alameda Computer Center
Hayward Adult School
Pittsburg Adult Education Center
Spectrum Community Services Inc.
Also: See Office/Clerical Support Occupations

Database Administrators

California State University, Hayward
Chapman University
Comp USA Inc. Training
Famsoft Corporation
New Horizons Computer Learning Center
University of California, Berkeley
University of San Francisco – Regional Campuses
Also: See Computer/Technical Related Occupations

Dental Assistants

College of Alameda
Contra Costa College
Dental Assistant Training School
Diablo Valley College
Merritt College
Mt. Diablo Adult Education
Silicon Valley College
Western Career College

Electrical and Electronic Engineering Technicians

Albany Adult Education
California State University, Hayward
Contra Costa College
DeVry Institute of Technology
Diablo Valley College
Las Positas College
Merritt College
Pleasanton & Dublin Unified School District Adult & Community Education
St. Mary's College
University of California, Berkeley
University of California, Berkeley - University Extension

Electrical and Electronic Equipment Assemblers

Center for Employment Training
World Wide Educational Services
Also: On-the-job training provided by employers

Electrical Engineers

University of California, Berkeley

Elementary School Teachers, Except Special Education

California State University, Hayward
California State University, Hayward – Contra Costa Campus
California State University, Hayward – Extended and Continuing Education
Montessori Teacher Education Center San Francisco
University of Phoenix
University of San Francisco – Regional Campuses

First-Line Supervisors/Managers of Office and Administrative Support Workers

See Office/Clerical Support Occupations

First-Line Supervisors/Managers of Retail Sales Workers

On-the-job training provided by employers

Hairdressers, Hairstylists, and Cosmetologists

Beauty World Cosmetology Academy USA
Contra Costa College
Deloux Cosmetology
Delta Beauty College Inc.
Dublin Beauty College
Fremont Beauty College
Hayward College of Cosmetology/Vocational Skills Inc.
International College of Cosmetology
Los Medanos College
Merritt College
Paris Beauty College
Tri-Valley Regional Occupation Program
Valley College of Cosmetology/Vocational Skills Inc.

Helpers-Brickmasons, Blockmasons, Stone

Apprenticeship and on-the-job training provided by employers (see page 101 for Apprenticeship information)

Helpers-Roofers

Apprenticeship and on-the-job training provided by employers (see page 101 for Apprenticeship information)

Hotel, Motel, and Resort Desk Clerks

California State University, Hayward – Contra Costa Campus
California State University, Hayward – Extended and Continuing Education
Contra Costa County Regional Occupation Program
Diablo Valley College
Also: On-the-job training provided by employers

Human Resources Managers

Keller Graduate School of DeVry University
University of California, Berkeley - University Extension
University of Phoenix
University of San Francisco – Regional Campuses

Insulation Workers, Floor, Ceiling, and Wall

Asians for Job Opportunities in the Bay Area
Carpenters Training Committee for Northern California
Construction Craft Training Center
Quick Learning School Resource
Also: Apprenticeship and on-the-job training provided by employers (see page 101 for Apprenticeship information)

Insurance Sales Agents

A.D. Banker & Company
Quick Learning School Resource
Also: On-the-job training provided by employers

Janitors and Cleaners, Except Maids and Housekeeping Cleaners

Goodwill Industries
Hayward Adult School
Also: On-the-job training provided by employers

Maids and Housekeeping Cleaners

On-the-job training provided by employers

Network and Computer Systems Administrators

See Computer/Technical Related Occupations

Office Clerks, General

See Office/Clerical Support Occupations

Office/Clerical Support Occupations

Access USA

Alameda Computer Center

Family Bridges

Goodwill Industries

Hayward Adult School

Inter City Services, Inc.

Merritt College

Pittsburg Adult Education Center

World Wide Educational Services

Plumbers, Pipefitters, and Steamfitters

Apprenticeship and on-the-job training provided by employers (see page 101 for Apprenticeship information)

Receptionists and Information Clerks

See Office/Clerical Support Occupations

Recreation Workers

On-the-job training provided by employers

(See also colleges and universities with recreation or sports programs)

Roofers

Apprenticeship and on-the-job training provided by employers (see page 101 for Apprenticeship information)

Sales Representatives, Wholesale and Manufacturing - Except Technical and Scientific Products

On-the-job training provided by employers

Salespersons, Retail

On-the-job training provided by employers

Secretaries, Except Legal, Medical, and Executive

See Office/Clerical Support Occupations

Shipping, Receiving, and Traffic Clerks

On-the-job training provided by employers

Stock Clerks and Order Fillers

Goodwill Industries

Also: On-the-job training provided by employers

Tile and Marble Setters

Apprenticeship and on-the-job training provided by employers (see page 101 for Apprenticeship information)